

Trainer's Guide

Understanding Aadhaar Seeding

1-Day Training Programme



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Session: Context Setting and Energiser

Learning Objectives	Evaluation Criteria
Establish the initial connect with people around to create a positive feeling for being with them	NA



Duration

20 Minutes



Resources

PowerPoint Presentation, Whiteboard and Markers, Paper and Pens/Pencils



Facilitator's Notes

Through small tasks, (as suggested), ensure that participants feel comfortable and introduce themselves to one another.

End of Note



1. Facilitator's Notes:

- Welcome the participants to the training programme
- Briefly introduce yourself to the participants to set your credibility as facilitator for the day
- Keep your tone energetic and motivating
- Create a feeling of being welcome and make them feel comfortable and connected

End of Notes

Tell:

Good morning and welcome to this 1-day programme.

We are here today to share our experiences, learn new things and carry home some useful insights about yourselves and the role you play.

Tell:

This programme will empower you to do your job more effectively!

In the next 20 minutes, we will get to know each other through some interesting activities.



2-3.

Tell:

Meet Mr. Pehchaanji. He will appear during the sessions to give important tips about your role.

By the end of this session, you will be able to establish the initial connect with people around you. This will help create a positive feeling for being with them.

By the end of this programme, you will be able to:

Learn the meaning and importance of UIDAI and Aadhaar,

Understand the various processes under Aadhaar,

Explain the processes of Authentication and Seeding and

Exhibit some of the softer elements required in your role.
Before we proceed, let us start the session with an activity.

Activity



Facilitator's Notes:

- **Duration:** 15 Minutes
- Ask the participants to go around the class and do the given tasks
- After they complete the tasks, ask each one of them to introduce themselves and share their work
- After the activity is over, debrief on the importance of communicating with people around us so that we increase our network
- Also, talk about the softer elements of how a smile can make people comfortable

Task 1

Shake hands with 2 people you don't know in the group and find out 2 things about them.

- Name: _____
a. _____
b. _____
- Name: _____
a. _____
b. _____

Task 2

Ask 2 people in the group about their most interesting day in life. Record the names of these 2 people and their answers.

- _____
- _____

Task 3

Give 2 people a compliment. Record their names and the compliment given.

- _____
- _____

The first person who completes all the tasks will be the winner.

Session: Introduction to Aadhaar and UIDAI

Learning Objectives	Evaluation Criteria
<ul style="list-style-type: none"> Define Aadhaar List the benefits of Aadhaar Differentiate Aadhaar from the other identification programmes 	Written Evaluation



Duration

20 Minutes



Resources

PowerPoint Presentation, Whiteboard and Markers

End of Note



4. Tell:

We have already seen the goals of this programme. Let us now learn the basics of UIDAI and Aadhaar.



5. Tell:

By the end of this session, you will be able to define Aadhaar and list its properties and benefits. You will also be able to differentiate Aadhaar from the other identification programmes.

Before we begin the session, let us talk about babies.



6. Tell:

When babies are born, most of them look similar. After a few months, parents name their babies. These names help in identifying the babies.



7. Tell:

Sometimes, it becomes difficult to identify when two babies look alike and have the same name.

Ask:

In such cases, what do you look for?

Possible Responses:

- Gender
- Place of birth

Facilitator's Notes:

- There may be more responses
- Capture them on the whiteboard
- Encourage all participants to answer
- Appreciate the responses

Well! There are some unique features about each individual baby.

Similarly, some of the things that identify a person and make him or her 'unique' include:

Name,
Place of birth,
Date of birth,
Gender,
School or college attended,
Address and
Name of the father, mother, guardian or spouse.

Every human being, including you and me, has some unique features. These features help us establish our identity. Apart from these features, there are certain documents that help us in identifying a person.



8–
9.

Ask:

Can you name a few documents that will help you prove your identity?

Facilitator Notes:

- Capture their responses on the whiteboard
- Appreciate their responses

Tell:

To prove our identity, we depend on documents like:

Birth certificate,
Driving licence,
PAN card and so on.

Ask:

Are these documents foolproof?

Possible Responses:

- Yes
- No

Facilitator's Notes:

- Ask the participants who have answered 'Yes' the reasons for the answer
- Appreciate the participants who have answered 'No'

Tell:

Well! None of these documents is foolproof. In a number of situations, it becomes difficult to verify the identity. People may forge or steal such documents and pretend to be someone else.

Ask:

How do you make documents foolproof?

Facilitator's Notes:

- Write the responses on the whiteboard
- Appreciate the responses

Tell:

Well! One cannot make these documents foolproof. However, we can take the help of technology such as photograph of face, demographics and biometric technology to ensure the right individual is identified. In biometric technology, the biometrics of a person such as fingerprints and iris are photographed and stored. Whenever the need arises, these images are cross-checked with the individual's biometrics.

**10. Tell:**

To overcome this problem, Unique Identification Authority of India or UIDAI has taken the help of technology in recording some of the physical features that make each of us unique.

These include:

Photograph of face: Our face is another physical feature, which is photographed and used most commonly to identify us. Facial recognition is a method by which certain features of the face can be used to recognise a person. Information about one's facial features can be extracted and stored just like information about fingerprints.

Demographics: This relates to the information of a person. Demographic details can be obtained from official records. They consist of a person's name, address, gender and date of birth. This information can be used along with documents like birth certificate, ration card and so on to identify a person accurately.

Fingerprints: The lines on the tips of our fingers are unique. These can be photographed and stored for future reference. This is an accepted form of identification by various agencies, including the legal system and financial institutions.

Iris: This is a section of the eyes, which has a unique structure for each person, just like the fingerprint. Today, it is possible to capture the details of the iris of an individual and store it like a photograph.

Mobile or e-Mail ID: These are some of the communication tools through which the resident's identity can be proved.

Having learnt about how technology can help differentiate one resident from another, let us now learn about Aadhaar.

**11. Ask:**

Can anyone tell what Aadhaar is?

Facilitator's Notes:

- Encourage those participants who have not answered till now to answer
- Appreciate the answers
- Capture the answers on the whiteboard

Tell:

Aadhaar is a programme introduced by UIDAI. It takes the help of technology to ensure that every resident is identified with the help of the unique features.

Aadhaar is a 12-digit unique identification number. It is being provided to residents of India after collecting and verifying their demographic and biometric information.

Here are some of the features of Aadhaar.

It will be a randomly generated 12-digit number for every resident of India. For example, 2653 8564 4663. This number is called the Unique Identification (UID) Number or Aadhaar. The number will be unique. This means no two residents will have the same number. No resident can have two numbers because Aadhaar is based not just on standard information like name, address, age but also on biometric information, which is unique to every person. To avoid frauds, Aadhaar will have no additional information within its value or structure. It will be a 'random' number like the result of a lottery draw or like throwing a dice.

It enables identification of every resident. It will be used to prove the resident's identity and not his or her citizenship.

It will collect and record the demographic and biometric information to establish the uniqueness of an individual.

It will not be compulsory for a resident of India to get an Aadhaar. It will be voluntary.

However in future, certain service providers (government or private agencies) may require a person to have an Aadhaar to deliver services. For example, in future, the Public Distribution System or PDS department may issue ration cards based on an individual's Aadhaar and this will appear on the ration card.

It is being given to every resident irrespective of existing documentation.

UIDAI will enable a universal identity infrastructure that any ID-based application like ration card, passport and so on can use.

Ask:

We have just seen the features of Aadhaar. Can anyone guess the differences between Aadhaar and other identification proofs such as Driving Licence or Voter ID?

Facilitator's Notes:

- Capture the responses on the whiteboard
- Ensure that all participants actively answer the question
- Encourage those who are not participating
- Appreciate those who are participating

**12. Tell:**

Aadhaar uses photograph of the face, demographic information, fingerprints and iris to identify a resident.

On the other hand, ID proofs such as Driving Licence, Voter ID, passport, PAN card and so on use only photograph of the face and demographic information.

Let us now know the goal and vision of UIDAI.

**13. Tell:**

The role that the Authority envisions is to provide Aadhaar that can be verified online and in an easy, quick and cost-effective way.

It should also be robust enough to eliminate duplicate identities.

UIDAI intends to cover all residents of the country.

Aadhaar also ensures that the data collected is correct from the beginning of the programme.

Aadhaar will be provided to residents without subjecting them to any difficulty or harassment.

UIDAI's vision is to empower residents of India with a unique identity and digital platform to authenticate anytime, anywhere.

Let us now know the benefits of Aadhaar to the residents.

**14. Ask:**

How do you think Aadhaar will be useful to the residents?

Facilitator's Notes:

Appreciate the responses.

Tell:

Aadhaar will become the single source of identity verification. Once residents enrol, they can use the number for multiple purposes. They can access services such as:

Cooking gas subsidy,

Direct cash transfer or opening bank account,

Ration,

Employees' Provident Fund,
MGNREGS payments,
Pension payments and
Government services and benefits.
Before we conclude, let us take up an activity.

Activity



15. Facilitator's Notes:

- Ask the participants to work on the activity given in the Learner's Guide
- Give them 5 minutes to complete the activity
- Provide correct answers

What Aadhaar is	What Aadhaar is not
It is a 12-digit number.	It is just another card.
It is a single unique ID number.	It is one per family.
It enables a resident's identification.	It establishes citizenship.
	It is mandatory.
	Individuals can obtain multiple Aadhaar cards.

Key Learning Outcomes



16. Tell:

Let us now quickly recap the key points of the session.

Aadhaar is a 12-digit unique identification number provided to the residents of India after collecting and verifying their demographic and biometric information.

Aadhaar number is issued after collecting and verifying a resident's demographic and biometric information.

Aadhaar can be verified online, easily, quickly and in a cost-effective way.

Aadhaar uses photograph of the face, demographic information, fingerprints and iris to identify a resident.

Session: Introduction to Authentication

Learning Objectives	Evaluation Criteria
<ul style="list-style-type: none"> Define Aadhaar authentication Explain the various types of authentication processes Describe the various authentication devices deployed in the authentication process Outline the process involved in the authentication ecosystem 	Group Activity



Duration

45 Minutes



Resources

PowerPoint Presentation, Whiteboard and Markers



Facilitator Notes

Take the participants through an interactive presentation on introduction to Aadhaar authentication with the help of scenarios.

End of Note



17. Tell:

Welcome to this session on "Introduction to Authentication".

In this session, we will learn about what authentication is and why it is required.



18. Tell:

By the end of this session, you will be able to define Aadhaar authentication and explain the various types of authentication services. You will also be able to describe the various authentication devices deployed in the authentication process. Finally, you will be able to outline the process involved in the authentication ecosystem.



19–23. Facilitator's Notes:

- Show the first scenario and then have a short discussion based on the questions given
- Then, show the second scenario and give the debrief

Ask:

What did you observe in the scenario?

Possible Responses:

- A resident is asking for his monthly pension
- Operator is making payments

Facilitator's Notes:

- Appreciate the responses

Well! This is a common scenario at various disbursement points, where payments of monthly pensions and MNREGS are made. Operators face these situations frequently

while providing their services to beneficiaries.

Ask:

What is the challenge faced by the operator?

Possible Responses:

- Another person has come and collected the pension
- People were waiting for their chance

Facilitator's Notes:

- Appreciate the responses

Tell:

Well! In this scenario, one of the residents is asking about his pension. He is informed that it has already been disbursed. This is a scenario before the introduction of Aadhaar. The operators had then faced many challenges while providing their services at the disbursement points. One of the major challenges was when, sometimes, the scheme benefits did not reach the right beneficiary as seen in the scenario.

Ask:

How do you think operators can avoid such situations?

Facilitator's Notes:

- Conduct an open house discussion on how the situation can be avoided
- Encourage all the participants to engage in the discussion
- Then, show the next scenario

Tell:

Such a situation can be avoided if the operators can ask for ID proofs or tokens issued by them. A token system is a system where the residents are issued some numbers in the form of cards or coins as they enter. When the number on the card or coin is called out, then the resident can go forward and get his or her work done. Operators will issue tokens at disbursement points on first-come-first-served basis.

However, both the ID proofs and tokens shown by individuals lacked the details specific to the individual. Operators had no other alternative but to provide the services or goods to the resident carrying the ID proof or token.

However, with the introduction of Aadhaar authentication, there is a drastic shift or transition from the token system, where ID proofs had to be shown, to a token-less service. Let us look at the same scenario when Aadhaar was introduced.

Facilitator's Notes:

- Show the next scenario in Slides 4 and 5

Tell:

In this scenario, we can see how Mohit Das can claim his money without any hindrance. Residents or beneficiaries can now avail facilities entitled to them after they authenticated themselves by providing their fingerprints or iris capture to prove their identity. Therefore, we can say that Aadhaar has solved the major challenge faced by operators.

The Unique Identification Authority of India or UIDAI has been created to provide a Unique Identity known as Aadhaar for all residents of India to prove their identity.

Ask:

How does Aadhaar authentication help?

Tell:

To answer this question, one must understand three basic concepts regarding the identity proofs. They are:

What I know?

What I have?

And, What I am?

An individual's identity is recognised through details like name, date of birth, address and so on. These details are known by any individual and come under the 'What I know?' concept.

The operator and the individuals have physical documents as proof to disclose the identity. These details are made available to service providers to extend the services to the individual. Therefore, these details can be explained through 'What I have?' concept.

However, if false ID proofs are submitted or the individual is not available physically, this concept cannot hold good. Moreover, how can one confirm the authenticity of the individual?

In many cases, false or invalid documents were submitted to claim the identity of the individual. It became difficult for the operators to identify the true resident.

This developed the need to have a unique identity for each person to clearly demarcate the true identity. These details could be the iris capture and or the fingerprints that are unique to every resident. These biometric details come under 'What I am?' concept.

Integrating this concept, UIDAI has been created to provide a 'Unique Identity' or 'Aadhaar' for all residents across India. To avail a benefit, residents need to authenticate themselves through Aadhaar. It has enabled token-less services to all residents. Token-less service means providing the service to beneficiaries without issuing tokens at disbursement points.

This unique feature of Aadhaar has changed the entire scenario. Operators can now ensure that the benefits are reaching the right beneficiary. Residents are able to enjoy the scheme benefits and services.

By way of authentication, Aadhaar allows individuals to establish their identity to public and private agencies across the country.

Having seen about the importance of Aadhaar authentication, let us learn the definition of Aadhaar authentication.



24. Tell:

Aadhaar authentication is the process by which the Aadhaar, along with other attributes, such as demographics, biometrics or OTP, is verified with UIDAI's database.

The database returns the query with a Yes or No. If the details match, it returns the query as Yes and vice versa.

Let us now look at authentication ecosystem



25. Tell:

The participants or tools in the authentication ecosystem are:

Aadhaar holder,

Authentication devices,

Authentication User Agency or AUA,

Authentication Service Agency or ASA and

UIDAI Database.

Ask:

Who do you think is an Aadhaar holder?

Possible responses:

- Person who got his Aadhaar number

Facilitator's Notes:

Appreciate the responses

Tell:

An Aadhaar holder is a resident who has obtained his or her Aadhaar number.

An authentication device is the point of initiation of transacting an Aadhaar authentication. The device could be Personal Computers or PCs, kiosks, handheld devices and so on.

The AUA is an agency that uses Aadhaar authentication to enable its services and connects to the UIDAI database through one or more ASAs

The ASA is an agency that provides network services and has a secured leased line (or MPLS) connectivity to the UIDAI database.

UIDAI Database stores the demographic and biometric details of a resident.

Let us proceed to find out about the types of authentication processes.



Ask:

Can anyone guess how many types of authentication processes are there?

Facilitator's Notes:

- Do not show the slide
- Encourage all the participants to answer
- Appreciate the responses

Possible Responses:

- Three
- Two
- One

Ask:

Can you list the different ways in which authentication is done?

Possible Responses:

- Demographic
- Biometric
- No idea

Facilitator Notes:

Appreciate the responses.



26. Tell:

Well tried! There are three types of authentication processes. They are:

Biometric authentication,

Demographic authentication and

One Time Password or OTP authentication.

Let us know about each process and where it is used.



27. **Ask:**

What is biometric authentication?

Possible responses:

- When finger prints are taken on the POS device
- When Aadhaar is entered in POS device
- Data is matched with server details and confirmed

Facilitator Notes:

Appreciate the responses.

Tell:

The first type is biometric authentication. It is the process by which the Aadhaar, along with the biometric details of a resident, is verified to establish his or her identity. The different types of biometric details include the finger impression and or iris.



28. **Tell:**

In biometric authentication, service delivery agencies can authenticate residents using one of the biometrics, either iris or fingerprints, at the point of delivery.

Some of the applications wherein biometric authentication is used are for:

- Providing ration,
- Pension payment,
- MGNREGS payment,
- Financial transaction and
- Adding new beneficiary.

Let us now learn about the second type of authentication – Demographic authentication.



29–
30. **Ask:**

Can you tell the meaning of demographic authentication?

Possible Responses:

- Identity is proved by knowing the resident's name or photo
- Identity is proved by signatures
- No idea

Facilitator's Notes:

Appreciate the responses.

Tell:

Demographic authentication is the process by which Aadhaar, along with the demographic details of the resident, is verified. These details can be name, gender, date of birth and address. Optional details include email address and mobile number.

Ask:

Do you know how demographic authentication is done?

Possible Responses:

- Yes
- No

Facilitator Notes:

Appreciate the responses.

Tell:

Some applications of demographic information involve resident's voter ID, ration card, driving licence, and so on.

Service delivery agencies can authenticate residents by using Aadhaar and demographic information to match with details available in Aadhaar Data Server.

However, demographic authentication is available only in English language.

We have seen the two types of authentication. Let us now know the third type.



Ask:

What is the third type of authentication?

Possible Responses:

- OTP

Facilitator Notes:

Appreciate the response.

Ask:

How can you authenticate using OTP?

Possible Responses:

- Resident enters details like name, age, address and then submits the details giving his mobile number or email address
- The details are checked and verified and a confirmation is sent to the mobile as an SMS
- No idea

Facilitator Notes:

Appreciate the responses.



31.

Tell:

OTP authentication is the process by which Aadhaar, along with OTP generated is verified using his/her mobile number or email address.

For example, banks require OTP authentication for financial transactions.



32–
33.

Tell:

Service delivery agencies can authenticate residents through One Time Password or OTP. OTP is delivered to resident's mobile number and/or email address present in UIDAI, when beneficiary wants to authenticate to link his Aadhaar to scheme.

Please note that the OTP needs not be a six-digit number only.

The OTP that is generated is then entered into the software to confirm authentication.



34.

Tell:

Do you think a beneficiary can be authenticated by using two or more ways of authentications?

Possible Responses:

- Yes
- No

Facilitator Notes:

Appreciate the responses.

Tell:

You can also authenticate residents by using two or all the types of authentication discussed earlier. This is multi-factor authentication.

Financial transactions may require multi-factor authentication of beneficiaries.

Now that you know about the types of authentication, let us know about the types of biometric authentication devices.

**Ask:**

What devices are used to do the biometric authentication?

Possible Responses:

- POS device
- Iris capturing device

Facilitator's Notes:

Appreciate the responses.



35.

Tell:

The various types of biometric authentication devices are:

- Point-of-Sale or POS device,
- Fingerprint device,
- Double iris scanner and
- Single iris scanner.

Before we proceed further, let us do an activity.

Activity



36.

Tell:

Read the sentences and identify if they are correct or incorrect. Put a tick mark beside the correct option.

1. The response from the UIDAI to authentication query will only be a 'Yes' or a 'No'.
 - A. Correct
 - B. Incorrect
2. The information in the UID database will be used for the purpose of authentication only.
 - A. Correct

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- B. Incorrect
3. UIDAI supports only demographic authentication.
- A. Correct
- B. Incorrect
4. Online demographic authentication for name, date of birth can be used for keeping data up to date.
- A. Correct
- B. Incorrect

Key

1. A
2. A
3. A
4. B
5. A

Key Learning Outcomes**37. Tell:**

In this session, you have learnt that:

During the authentication transaction, the resident's record is first selected using the Aadhaar and then the demographic/biometric inputs are matched against the stored data which was provided by the resident during enrolment/update process.

The three types of authentication are:

Integrated finger print scanner device,

Demographic authentication and

OTP authentication.

In multi-factor authentication, residents are authenticated through two or more types of authentication processes.

Session: Authentication Application

Learning Objective	Evaluation Criteria
<ul style="list-style-type: none"> Identify areas where Aadhaar authentication is applicable Explain e-KYC 	Group Activity



Duration

60 Minutes



Resources

PowerPoint Presentation, Whiteboard, Markers and Chart Paper



Facilitator Notes

Take the participants through a structured presentation on applications of Aadhaar authentication application.

End of Note



38–
39. **Tell:**

Welcome to this session on "Authentication Application".

By the end of this session, you will be able to identify areas where Aadhaar authentication is applicable and explain e-KYC.

The purpose of Aadhaar authentication is to identify residents, transfer or provide benefits.



40–
41. **Ask:**

Before we proceed, can you explain how a resident's biometrics is confirmed in the authentication ecosystem?

Possible Responses:

- A resident gives his or her thumb impression through biometric device. This information reaches Aadhaar and sends a (Confirmation or rejection) reply.
- A resident gives his or her thumb impression. This identity is matched in the details available at Aadhaar and then identity is confirmed.

Facilitator's Notes:

Appreciate the responses.

Tell:

Let us understand this with the help of an example at a ration shop. Padma goes to get her monthly ration. While availing the benefit, the resident has to give her biometric details, generally the thumb impression. This information is carried to the Aadhaar and the data is checked, matched and verified confirming the resident's identity.

Depending on whether a match is found, message 'Yes' or 'No' is received. Based on this, the customer service provider takes the business decision.

If the message is 'Yes', then Padma gets her ration.

If it is 'No', then the operator has to check whether Padma's fingerprint has to be re-entered. Otherwise, he or she has to check if the details are entered correctly. Finally, if the above two validations are correct, then the operator has to use exception handling, which we will discuss next.

**Tell:**

You must have seen in the course of performing your duty that some residents' identities are not authenticated.

Ask:

Can some of you tell in which cases such incidents occur?

Possible Responses:

- Amputation of hands
- Burns causing damage to fingertips
- Damage to iris

Facilitator's Notes:

- Participants may or may not be able to answer
- Encourage them to guess
- Appreciate the responses

Tell:

Well tried! Exceptions are seen when the residents undergo various changes that do not allow their identity to be verified. These changes may include amputation of the hands or burning of fingerprints due to which their fingerprints cannot be authenticated. Some residents' iris may also be damaged due to which their iris cannot be authenticated.

Ask:

How do you handle such exceptional cases?

Facilitator's Notes:

Appreciate the responses, if any.

**42. Tell:**

Exception handling can be done by any of the following three ways:

Biometrics: Either the iris or fingerprint can be used for authentication. If the fingerprints are not detectable, then the operator can use the Iris scanner. If the iris cannot be scanned, then the operator should try OTP.

One Time Password or OTP: In case, none of the biometrics is working, then the operator can resort to the One Time Password or OTP authentication. The operator should use this method and give the resident's mobile number or email address. In this way, the identity of the resident can be verified.

Operator-Assisted: In case the resident cannot be verified even through the OTP method, the operator must take the help of a well-known person in the area, such as the Sarpanch or local politician. This person should certify that the resident is known to him. Then, the person can give his authentication and the identity of the resident is verified.

Let us next find out about some applications that use authentication.

**43. Ask:**

Can you name some applications where authentication is used to identify residents and or transfer benefits?

Possible Responses:

- MGNREGS
- Pension
- Ration

Tell:

That's correct! Social security pension payments and public distribution system are a few applications that make use of resident identification and or transfer benefits.

Let us now learn more about authentication services.



44. Tell:

To begin with, the dealer logs into the Point of Sale or POS device. He then enters his shop number and gives his thumb impression to establish client authentication to use the device.

Step 1: Beneficiary approaches ration shop with the ration card.

Step 2: The dealer enters the ration card details in the POS device. Please note that this system works only for those residents whose Aadhaar is already seeded.

Step 3: The operator takes the finger impression of beneficiary on the device for authentication. Online authentication is done by sending Aadhaar and fingerprint to UIDAI database.

Step 4: If authentication is successful, the operator enters the item and quantity details to be given to the beneficiary.

Step 5: The transaction details are then sent to EPOS server and the commodities are provided to the beneficiary. The operator issues a printed receipt to the beneficiary generated by the POS device.

With Aadhaar, the benefits go to the right beneficiary and there is little scope for mismanagement of services.

Let us now know the steps followed in biometric authentication for pension payment which follows the business correspondent model.



45. Tell:

Generally, pension disbursement is done through the Direct Benefit Transfer or DBT. However, in some states, pension disbursement still takes place manually.

The login procedure for pension disbursement is similar to that of the ration shop.

Step 1: The pension number and Aadhaar are entered in the POS device.

Step 2: The pensioner places his or her finger on the POS device.

Step 3: The pensioner's biometric details are sent for authentication.

Step 4: If authentication is successful, the operator gives cash to the pensioner.

Before we proceed, let us take up another activity.

Activity



46. Activity: Group activity and presentation

Duration: 15 Minutes

Resources: Chart paper

Facilitator's Notes:

- Divide participants into three groups
- Allot one topic to each group
 - Group A: Aadhaar authentication and Government Scheme (Ration)
 - Group B: Aadhaar authentication and pension
 - Group C: Aadhaar authentication and MGNREGS
- Each group should discuss the topic assigned to it and write down in LG
- One representative from each group should present the main points of topic
- Give them 5 minutes to discuss and two minutes to present
- Appreciate all groups

Give all participants two minutes to complete the final activity in their LGs.

Tell:

Let us now quickly recollect what we have learnt till now.

Key Learning Outcomes**47.****Tell:**

During the authentication transaction, the resident's record is selected using the Aadhaar. Then, the demographic or biometric inputs are matched against the stored data.

The three types of authentication are

Biometric authentication,
Demographic authentication and
OTP authentication.

Residents can benefit from Aadhaar authentication in the areas of KYC and Financial inclusion.

Session: Role of an Operator

Learning Objectives	Evaluation Criteria
Identify the role of an operator in the authentication process	Individual Activity



Duration

15 Minutes



Resources

PowerPoint Presentation, Whiteboard and Markers



Facilitator's Notes

Take the participants through an interactive presentation on the role of an operator.

End of Note



48–
49.

Tell:

In the session, we will look at the role of an operator. By the end of this session, you will be able to identify the role of an operator during authentication.

Facilitator's Notes:

Wherever possible, use full forms of abbreviations when explaining the slides.

- MGNREGS: Mahatma Gandhi National Rural Employment Guarantee Scheme
- CSP: Customer Service Provider
- BFD: Best Finger Detection
- DP: Disbursement Point
- POS: Point of Sale

Tell:

In authentication, the customer service providers or CSPs and ration shop dealers are addressed as operators.



50–
51.

Tell:

We will look at a scenario to understand who an operator is.

Let us suppose Gauri visits a ration shop. She is eligible for a fixed quantity of ration every month.

Ask:

Who will authenticate her identity so that she can receive her supply of ration?

Possible Responses:

- Ration shop dealer
- CSP

Ask:

Similarly, who will be the operator for MGNREGS and pension payments?

Possible Responses:

- Customer service providers
- Customer service clerks

Facilitator's Notes:

- Appreciate all responses

Tell:

The ration dealers and the operators disburse ration or money at ration shops, pension and MGNREGS disbursement points.

On successful authentication, they release the supply of goods or services to the beneficiary.

We will now take up an activity to check our understanding.

Activity

52.

Facilitator's Notes:

- Ask participants to work in pairs. Tell them to tick mark the answer in their LGs. Give them 1 minute to do this

Question: Select the responsibilities of an operator from the list of options.

Answer: Option 'b'

- Ask 2 or 3 pairs to read out their answers
- Appreciate the responses
- Debrief

1. Select the responsibilities of an operator from the list of given options.

- Sell goods to customers
- Authenticate the beneficiary**
- Manage payments or good

2. Select the role/(s) of an operator from the list of options.

- Use the POS device correctly**
- Monitor and report frauds**
- Communicate properly with people**

Tell:

Well! The ration dealers and Customer Service Providers or CSPs are the operators. Their responsibility is to authenticate the beneficiary. If the authentication is successful, they release the supply of goods or services to the beneficiary.



53.

Ask:

How do you think ration dealers and CSPs authenticate beneficiaries?

Possible Responses:

- Using a biometric device
- Using a PoS device

Tell:

Well! Ration dealers and CSPs use the biometric mode of authentication. They have portable devices known as Point of Sale or POS devices. They use these devices for beneficiaries to authenticate themselves using their fingerprints. These fingerprints should match with the fingerprints in the UIDAI's repository or CIDR. If there is a match, the authentication is successful.



54.

Tell:

The operator should know the process for authenticating the beneficiaries for the first time.

Best Finger Detection or BFD method tells the resident about his or her best finger or fingers for authentication.

BFD is the process to identify the best quality finger print, which when selected for Aadhaar authentication, provides the best chance for a successful authentication.

BFD application requires a resident to provide biometric authentication through each of the ten fingers one-by-one. All ten fingerprints along with the Aadhaar number are sent to CIDR, which in turn returns a response indicating which fingers are best suited for Aadhaar biometric authentication.

Let us now look at a scenario to understand the skills that an operator should possess.



55.

Tell:

With respect to technical skills, an operator should:

Know how to operate the authentication devices,

Be able to perform best finger detection when the beneficiary authenticates for the first time and

Be well-versed with the processes given in operator's manual provided by the department

With respect to soft skills, an operator should:

Know how to communicate with residents,

Know how to manage crowd at disbursement points,

Have an eye for detail,

Plan and organise work,

Monitor and report frauds and

Have an escalation matrix handy

In addition, the operator should also know the process for on-boarding beneficiaries.

Ask:

Can any one of you tell me what on-boarding is?

Possible Response:

- Authenticating a beneficiary for the first time

56–
58.**Tell:**

The benefit of BFD is that residents can determine their best fingers when they come to authenticate for the first time at the service delivery points.

BFD depends on two very important factors. They are:

Intrinsic features of the fingers and

Extrinsic features.

The intrinsic features include the ridge formation, wear and tear of the fingers, cracks and so on.

The quality of images captured during the enrolment process falls under the extrinsic features.

Having learnt about BFD, let us now quickly recapture what we have learnt.

BFD is the process of selecting a finger, which provides the highest chances of authentication.

It is carried out when resident are on-boarded for the first time. They can find their best fingers for authentication when authenticating for the first time. The in-built BFD option in biometric devices can be used to speed up this process.

BFD is used to save the resident's as well as the operator's time and effort.

Sometimes, a beneficiary is unable to visit the Disbursement Point or DP. What do you think the operator should do in such a situation?

Let us now know about such kinds of situations.



59.

Ask:

What are the reasons due to which a beneficiary might be unable to visit the DP?

Possible Responses:

- Medical emergency
- Illness
- Beneficiary is handicapped

Tell:

You are right! In such cases, the operator visits the beneficiary. He or she can carry his or her authentication device.

The operator should be prepared to provide the services such as banking services, issuance of life certificate, supply of goods, and issuance of SIM card and so on.

Before we proceed, let us do an activity.

Activity



60.

Activity: Individual Activity

Purpose: Recollect the key learning points from the session

Duration: 5 minutes

Facilitator's Notes:

- Ask participants to read the instructions given in their LGs and complete the activities

Scenario:

1. A labourer who has cataract wants to avail pension benefit. But, he cannot authenticate himself using the POS device. Can the operator authenticate this beneficiary using iris?
 - a. **Yes**
 - b. **No**

Understanding Aadhaar Seeding

2. An authenticating operator is visiting a tribal community who work hard. They are not aware of the technology and do not know the process involved in availing a benefit. How should the operator proceed to extend his services?
 - a. Get them enrolled
 - b. Guide them to get seeded and authenticated
 - c. Provide services
 - d. **All the above**
3. A senior resident meets with the accident and his hands are amputated. How can his identity be authenticated?
 - a. Taking his iris scan
 - b. Taking the help of a local leader
 - c. **Both a and b**
 - d. His identity cannot be authenticated

Key Learning Outcomes



61.

Tell:

Let us now quickly recap the key points of this session.

An operator's responsibilities are to authenticate beneficiaries and provide goods or services.

The operator should:

Be able to perform best finger detection when the beneficiary authenticates for the first time,

Visit beneficiaries who cannot come to disbursement points and

Know how to handle exceptions.

Session: Challenges During Authentication

Learning Objectives	Evaluation Criteria
Identify the issues and challenges faced by operators on field during authentication and the means to handle them	Multiple Choice Questions



Duration

20 Minutes



Resources

PowerPoint Presentation, Whiteboard and Markers



Facilitator's Notes

You will take the participants through an interactive structured presentation the challenges faced by operators on field during authentication.

End of Note



62–
63.

Tell:

Welcome to the session, 'Challenges Faced by Operators on Field'.

By the end of this session, you will be able to identify the challenges faced by operators on field during authentication and the means to handle them.



64–
65.

Tell:

Now, let us meet some of the operators. This will help us understand the challenges they face on field during authentication.

Facilitator's Notes:

Show slide and ask them how they would have handled the situation.

Tell:

This is Dhanalakshmi, an operator for MGNREGS and pension. She has been working for two years. According to her, the crowd is unmanageable during the first few days of the month. This is because she has to make MGNREGS and pension payments.

Ask:

In such a situation, how does Dhanalakshmi handle the crowd?

Possible responses:

- Ask them to come later
- Ask them to wait in a queue

Facilitator's Notes:

- Encourage the participants to discuss
- Appreciate the responses

Tell:

Well! She uses the token system. This helps the operator to manage the crowd and save the time of residents.

Let us look at another situation.



66–
67.

Tell:

This is Jyothi, an operator for social security payment. She has been working for more than two years. Let us meet her to know the challenges she faces.

Ask:

In such a situation, how does Jyothi handle the situation?

Possible responses:

- Ask them to try again
- Tell them they are not the real beneficiaries

Facilitator's Notes:

Show next slide.

Tell:

Well! She requests these beneficiaries to try again. She also uses the Best Finger Detection or BFD option to speed up the process.

Let us look at another situation.



68.

Tell:

This is Ramlal, a ration dealer. He has been the operator at a ration shop for more than ten years. Let us meet him to know the challenges he faces.

Ask:

In such a situation, how does Ramlal handle the issue?

Possible responses:

- Tell them to come later
- Change the POS device

Facilitator's Notes:

Appreciate those who give the first response, which is correct.

Tell:

Ramlal makes use of the IRIS capture to authenticate such beneficiaries. This saves a lot of time and Ramlal is able to speed up the service and work efficiently.

Let us look at another situation.



69.

Tell:

This is Pushpa, an operator for MGNREGS payments. She has been working for the past 6 months. Let us meet her to know the challenges she faces.

Ask:

In such a situation, how does Pushpa handle the issue?

Possible responses:

- Tell them the payment cannot be made
- Tell them that they can come after a few days when the network coverage is good

Tell:

Well! Pushpa moves to an area where there is good network connectivity. She also informs residents about the same so that they cooperate.

She uses a dual SIM, so that she can use either of the two SIMs as and when required. In this way, both, she and the residents are happy.

This is a good way to handle the situation.

She can also make use of whip or Yagi antenna. These antennas give a wider range of connectivity, so that the operator can continue working unhindered. The other means of receiving connectivity is by using a broadband connection.



70–
71.

Tell:

This is Radha, an operator for MGNREGS and pension payments. She has been working for the past 1 year. Let us meet her to know the challenges she faces.

Ask:

In such a situation, how does Radha handle the issue?

Possible responses:

- Stop the disbursement
- Request beneficiaries to come later

Tell:

Well, let us see the solution that Radha finds.

Radha keeps an extra battery, which lasts for at least eight hours, as backup for uninterrupted power supply. She also takes care that the battery is fully charged before the disbursement begins. She ensures that the paper roll stock is full. Proper pre-planning has helped Radha to provide her services in a much better way.



72.

Tell:

So far, we have seen some of the challenges faced by operators on field.

Ask:

Can you think of other challenges that operators or service operators may face?

Possible responses:

- Technology

Facilitator Notes:

Appreciate the responses.

Tell:

True. Operators might face issues or challenges. The challenges could be:

Visiting the sick and disabled people to make payments,

No intimation of the beneficiary being relocated to a different place,

Beneficiary placing the finger or thumb incorrectly on the sensor,

Beneficiary not visiting the disbursement point on time to avail the service or benefit.

Authentication service providers should record these and report to higher authorities. They should keep an escalation matrix handy.

Key Learning Outcomes



73.

Tell:

Let us quickly summarise the key learning points.

Some of the challenges that operators or service providers face on field while discharging their duties are:

- POS device fails to connect to server,

- Battery backup is not available and

- Frequent power failure.

To overcome some of these challenges, they should be equipped with an extra battery and a dual SIM.

Session: Eye for Detail

Learning Objectives	Evaluation Criteria
Identify the importance of having an eye for detail	Group Activity

**Duration**

20 Minutes

**Resources**

PowerPoint Presentation, Whiteboard and Markers

**Facilitator's Notes**

Start the session with an activity. This will be followed by interactivity on identifying the errors and the need for having an eye for detail.

End of Note**74. Tell:**

Before we begin this session, let us perform a small activity to understand the skills you need to possess for having an eye for detail.

Activity

**75. Activity Description:** Paired Activity

Identify the differences between the two pictures.

Purpose: To impress upon the participants the importance of having an eye for detail

Facilitator's Notes:

- Ask the participants to work in pairs
- Ask them to spot the differences between the two pictures given in their Learner's Guide
- Ask them to find out as many differences as possible
- Give them 2 minutes for this activity
- Once the given time is up, ask the participants to stop
- After that, debrief and ask them to check their responses with the key given on the next slide
- The pair, which spots all the differences between the two pictures, should be rewarded

End of Note

Understanding Aadhaar Seeding

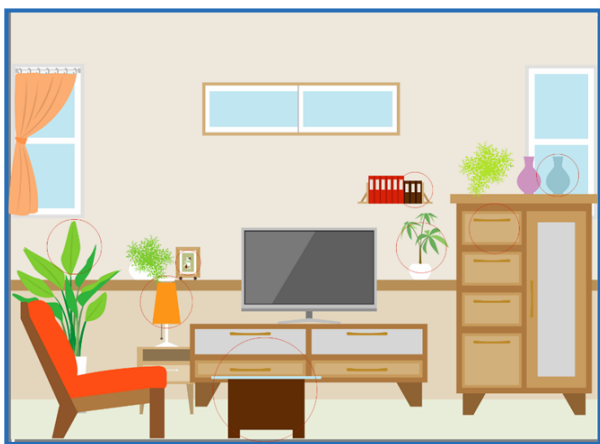


Image 1

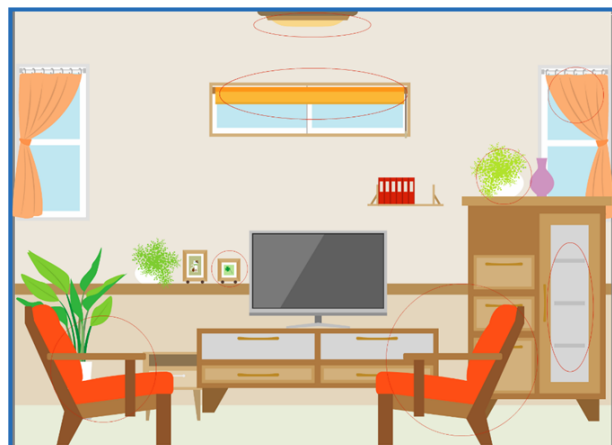


Image 2

Ask:

Facilitator's Notes:

- Select a few participants and ask them to read out their responses
- Appreciate their responses
- Then, show them the key given on the next slide and ask them to crosscheck their responses
- Continue as follows

Ask:

How did you like the activity?

Possible Responses:

- It's great
- Interesting

Ask:

How many differences could you identify?

(Capture the responses)

Ask:

Why do you think you were not able to find out all the differences?

Possible Responses:

- We missed out on the very fine points
- We were in a hurry
- We could not concentrate properly



Tell:

You could not spot all the differences between the two pictures because you were only looking for big or glaring changes. You were not checking out the minute changes.

Or, maybe you were looking for all the big and small changes. However, you could still not find all of them because you do not have the habit of looking at each and everything minutely or in detail.

Many a time, we all focus on the glaring errors and miss the very fine details.



76.

Tell:

By the end of this session, you will be able to identify the importance of having an eye for detail.

Let us first understand what does eye for detail means.

The ability to notice all the necessary details required to carry out a task.

Characteristics of a detail-oriented person are:

- Motivated to understand the actual cause for any occurrence
- Well-organised and one who manages well
- Equipped to face any crisis

Activity77–
81.**Activity Description: Group**

Purpose: Participants to the list of errors that may occur while operators deliver services to the beneficiaries when on field.

Facilitator's Notes:

- Ask the participants to work in groups.
- Form 4 groups.
- Each group will be given a set of scenarios shown with the help of images
- Identify the errors in these scenarios (images)
- You get:
 - 5 minutes to identify the mistakes or errors
 - 3 minutes per group to make the presentation

Facilitator's Notes:

Show the slide with scenarios followed by the slide depicting the images for each of the scenarios.

Facilitator's Notes:

- Select a few participants and ask them to read out their list
- Appreciate their responses

Key:

Scenario 1: Card number is entered incorrectly

Scenario 2: No error

Scenario 3: OTP is entered incorrectly

Scenario 4: Scheme selected is incorrect

Ask:

Why do you think such errors occur?

Possible Responses:

- We missed the very fine points
- We were in a hurry
- We could not concentrate properly

Tell:

As humans, we tend to make mistakes. While entering data manually, several factors can lead to an error.

Let us now see how having an eye for detail helps the operators on field.

**82.****Tell:**

Eye for detail is your key to success. This is because it:

- Ensures data accuracy,
- Speeds up the process,
- Saves time and effort of the operator and the beneficiary,
- Leads to higher service standards and
- Improves the productivity of the operator.

Let us now quickly recap the key points of this session.

Key Learning Outcomes**83.****Tell:**

In this session, you have learnt that:

Having an eye for detail is the ability to notice all the necessary details required to carry out a task without any error.

Detail-orientation helps in:

- Avoiding rework
- Saving time and effort
- Increasing efficiency and quality

It also helps in managing all the responsibilities easily, on-time and error free

Eye for detail, willingness to learn, proactive attitude, patience, determination and practice are the keys to acquire the skill

Session: Planning for the Day

Learning Objectives	Evaluation Criteria
Describe the effective ways to organise and plan for the day	Individual Activity

**Duration**

30 Minutes

**Resources**

PowerPoint Presentation, Whiteboard and Markers

**Facilitator's Notes**

Take the participants through an interactive session through presentation of scenarios and bringing out from them the effective ways to organise and plan for the day for the given situations.

End of Note84–
85.**Tell:**

In the previous session, we identified the importance of being detail-oriented at our workplace. In this session, we will discuss another important skill required to do our job effectively.

By the end of this session, you will be able to describe the effective ways to organise and plan for the day.

Activity



86.

Tell:

Suppose two seeding operators, Rajiv and Vikram are authorised to collect data for Aadhaar seeding.

Scenario 1:

Rajiv has a complete list of households he has to visit. He knows what details he has to collect from residents. He has the required equipment to record the collected data of each resident. He visits the residents as planned, collects and records the data.

Scenario 2:

Vikram, on the other hand, visits the residents and starts collecting the data immediately. To save time, he acts promptly. In the hurry, he fails to plan well. He collects data randomly. At the end of the day, he finds it difficult to organise the details and record them.

Ask:

Who do you think has planned his day well?

Facilitator's notes:

- Appreciate the responses of the participants

Tell:

In the first scenario, Rajiv has planned for the day. He organised his approach and prepared adequately for data collection.

On the other hand, Vikram wants to close the job as soon as possible. He does not have any strategy to complete the job or how many people he has to visit. In short, he did not plan for the door-to-door campaign. As a result, he failed to get quality data that can be used for seeding.

Therefore, it is very important that seeding operators have proper planning, necessary skills and data organisation capabilities.

Let us now do an activity.

Activity: Paired Activity

Duration: 20 Minutes

Facilitator's Notes:

- Ask the participants to work in pairs
- Present a situation and scenario each to each paired group
- Ask them to list the planning activities they need to do to execute their services effectively
- Then, ask them to organise their activities in such a way that all the activities for a day can be completed on time
- Give them 10 minutes to complete the activity
- After they finish the activity, select a few participants randomly and ask for their responses
- Give each pair 3 minutes to present their responses
- Appreciate the effort of the participants

Situations: How will you plan your activities in the given situations?

1. Weekly market
2. Temple town
3. Particular time, such as a festival
4. During a political rally
5. Hilly area
6. Place with slow or nil network connectivity

Scenarios:

1. Disbursement centre for MGNREGS
2. Seeding camp is organised after one week
3. Disbursement centre for MGNREGS

Facilitator's Notes:

For example, assign one group a situation in which an operator has to give SSP amount to the beneficiaries. There is a weekly market going on in that area. There could be chances that most of the residents might go there and may not be able to come to claim their money. How would you plan your activity for the day in such a situation?

Next example: assign another group a situation in which a seeding camp is being organised after one week in an area where a political rally is going on and which will continue for a week. How will you plan for the day under this situation?

Similarly, present each group an activity on the given situation and scenarios.

**Tell:**

All of you have organised the activities very well.

You are right. You can arrange the tasks in the given manner because you planned them properly. Proper planning helps you organise the activities for the day effectively. While planning the tasks, you keep the important tasks at the top of the list and less important tasks at the lower levels. Therefore, we can say that planning helps you to execute your tasks effectively.

Let us look at the effective ways to organise and plan for the day.

**87.****Tell:**

Some of the ways to keep the workplace organised are:

- Make a list of your daily tasks,
- Keep the important tasks at the top of the list,
- Keep the documents arranged,
- Maintain data properly,
- Keep things in order and
- Create a ready reckoner for your day-to-day activities.

Ask:

So, do you all agree that it is important to plan and be organised at your workplace?

Possible Response:

- Yes

Tell:

Right!

Let us look at the key learning outcomes.

Key Learning Outcomes

**88.****Tell:**

In this session, you have learnt that:

Planning is the process of making plans.

Planning helps in:

- Being organised,
- Achieving targets successfully,
- Efficient utilisation of available resources and
- Timely completion of work.

To be organised at your workplace. For this, you need to have a proper plan. Some of the things that you can do for better planning are:

- Make a list of your daily tasks,
- Keep the important tasks at the top of the list,
- Keep the documents arranged,
- Maintain data properly,
- Keep things in order and
- Create a ready reckoner for your day-to-day activities

Session: Introduction to e-KYC

Learning Objective	Evaluation Criterion
<ul style="list-style-type: none"> Explain e-KYC 	Individual Activity



Duration

15 Minutes



Resources

PowerPoint Presentation, Whiteboard, Markers and Chart Paper



Facilitator Notes

Take the participants through a structured presentation on applications of Aadhaar authentication application.

End of Note



89–
90.

Tell:

In this session, we will learn about e-KYC.

By the end of this session, you will be to explain e-KYC.

Let us begin this session by learning about the definitions of KYC and e-KYC.



91.

Ask:

What do you think is the full form of KYC?

Possible Response:

KYC stands for Know Your Customer.

Facilitator Notes:

Appreciate the responses.

Tell:

Know your customer or KYC is an important process for verifying the identity of its customers. It is accepted globally to prevent theft or any financial frauds.

Ask:

Now, what do you think is the full form of e-KYC?

Possible Response:

e-KYC stands for electronic Know Your Customer.

Facilitator Notes:

Appreciate the responses.

Let us learn more about e-KYC.



92.

Tell:

In e-KYC, the resident authorises UIDAI to provide service providers his or her demographic data.

Demographic information of the resident includes name, address, date of birth, gender,

phone, email ID and photograph.

Consent by the resident is given via iris capture, biometric or OTP.

Let us now know out about the working of e-KYC.

**Ask:**

Can you name some identity (ID) proof documents required for KYC?

Possible Responses:

- Aadhaar letter
- PAN card
- Voter ID card
- Ration card and so on

Tell:

That's correct! The valid documents for KYC are:

Aadhaar letter,
Passport,
PAN card,
Driving license,
Voter ID and
MGNREGS Job Card.

Aadhaar serves as a universal identity proof. This is because authentication happens through demographic, biometric or OTP data.

Let us next learn about the e-KYC ecosystem.

**93. Tell:**

e-KYC is a service offered by UIDAI through which the KYC procedure is carried out electronically.

Unlike Aadhaar, the other ID proof document requires more time to authenticate the individuals and to be physically verified.

The KYC service provider agency uses the e-KYC Application Programming Interface or API to obtain the resident's latest demographic and photo data from UIDAI. UIDAI responds or provides feedback that reflects in the e-KYC device confirming the identity.

The working of the e-KYC application is as follows:

The resident sends a request for e-KYC through the authentication device to the KYC User Agency or KUA. From KUA, the request goes to the KYC Service Agency or KSA. From here, the request is sent to the UIDAI database, which verifies the demographic data of the resident. The UIDAI database responds by sending the demographic data and photograph to the KSA. From the KSA, the data is sent to the KUA and finally to the service provider.

Let us know more about the tools in Aadhaar e-KYC ecosystem.

**94. Ask:**

What are the various tools in Aadhaar e-KYC ecosystem?

Possible Responses:

- Resident
- Authentication device

Facilitator's Notes:

Appreciate the correct responses

Tell:

The participants or tools in the ecosystem are:

Resident,
Authentication devices,
KYC User Agency or KUA,
KYC Service Agency or KSA and
UIDAI Database.

Ask:

Who is a resident?

Possible Responses:

- One who got his Aadhaar number

Facilitator's Notes:

Appreciate the correct responses

Tell:

A resident is one who has obtained his or her Aadhaar number.

An authentication device is the point of initiation of transacting an Aadhaar authentication. The device could be Personal Computers or PCs, kiosks, handheld devices and so on.

The KUA is an agency that uses Aadhaar authentication to enable its services and connects to the UIDAI database through one or more KSAs.

The KSA is an agency that provides network services and has a secured leased line (or MPLS) connectivity to the UIDAI database.

UIDAI Database stores the demographic and biometric details of a resident.

Now, let us find out the features of e-KYC.



95.

Ask:

Can anyone tell me what the features of an e-KYC service are?

Facilitator Notes:

- Capture their responses on the whiteboard
- Appreciate their responses

Tell:

e-KYC service has the following features:

Paperless: The service is fully electronic and eliminates document management. As e-KYC is paperless, there are no photocopies of various documents. This reduces the risk of identity fraud. In addition, since the e-KYC data is provided directly by UIDAI, there is no risk of any forged documents being present.

Consent-based: The KYC data can only be provided upon authorisation by the resident through Aadhaar. It thus protects the resident's privacy.

Low cost: Elimination of paper verification, movement and storage reduces the cost of KYC to a fraction of what it is today.

Instantaneous: The service is fully automated. KYC data is furnished in real time without any manual intervention.

Regulation friendly: Finally, the facility enables service providers to put all data on their portal. This ensures easy audit of all e-KYC requests by the Ministry/Regulator.

Let us look at a scenario to understand the concept better.



96. Ask:

Can anyone tell how a bank executive will be able to transfer the amount to the account of a customer's brother who resides in Delhi?

Possible response:

- Through cheque
- Money Order

Appreciate the responses.

Tell:

The customer needs to have an account with the bank so that he can transfer the money to his relative. An account can be opened easily with an e-KYC service.

Let us now know the benefits of Aadhaar e-KYC service. Banks have simplified the process of opening a bank account using the Aadhaar e-KYC service. Similarly, you can obtain an insurance policy, purchase capital market products, such as mutual funds, and buy pension products by using the Aadhaar e-KYC service.

In financial inclusion, it helps get bank accounts. With a bank account in hand, residents can:

- Make use of different banking products
- Receive payments from different government schemes
- Perform transactions through POS devices

In healthcare, Aadhaar authentication helps settle insurance claims faster

Before we proceed, let us take up an activity.

Activity



97. Read the statements and choose the correct option. Tick the correct option in your Learner's Guide.

1. An agency uses e-KYC API to obtain the resident's latest demographic and photo data from UIDAI.
 - a. True
 - b. False

2. e-KYC service has the following features: _____.
 - a. **Paperless**
 - b. Eliminates forgery of documents
 - c. **Low cost**
 - d. **Instantaneous**
3. No authorisation is required by the resident for KYC data to be provided.
 - a. True
 - b. **False**

Key Learning Outcomes



98. Tell:

Let us now quickly recap the key points of this session.

e-KYC is a service offered by UIDAI through which the KYC procedure is carried out electronically.

e-KYC service is paperless, consent-based and is also secure. It is compliant with the IT Act. It incurs low cost, is instantaneous and is regulation friendly.

Banks have simplified the process of opening a bank account using the Aadhaar e-KYC service.

Session: Introduction to Seeding

Learning Objectives	Evaluation Criteria
<ul style="list-style-type: none"> Define seeding Identify the various types of seeding 	Individual Activity



Duration 15 Minutes



Resources PowerPoint Presentation, Whiteboard and Markers



Facilitator Notes You will take the participants through an interactive and structured presentation on various types of seeding.

End of Note



99. Tell:

Welcome to this session on “Introduction to Seeding”.



100. Tell:

By the end of this session, you will be able to define seeding. You will also be able to identify the various types of seeding.



101–103. Facilitator’s Notes:

- Begin the story by clicking next
- At the last callout, have a pause and start the discussion

Tell:

Before we begin, let us discuss a scenario.

Suraj, a resident, has been a consumer of IOL gas cylinder for the past 20 years. Till April 2015, he had been receiving the cylinder at a lower price. However, since April 2015, he is being charged a higher price. He visits the gas dealer’s office to enquire as to why he is being charged more.

Ask:

Why do you think Suraj has to pay more for the cylinder?

Possible Responses:

- The gas dealer is not giving him the subsidy
- Government has removed the subsidy

Facilitator’s Notes:

- Have an open house discussion
- You may receive more responses
- Write the responses on the whiteboard

- Appreciate the responses
- Encourage everyone to participate

Tell:

Well! Till now, the Government was giving subsidy to gas dealers. Therefore, the dealers were charging less. However, from April 2015, the Government has decided that the subsidy be directly credited into the resident's bank account.

Hence, the resident has to submit a copy of Aadhaar to the gas dealer and another copy to the bank, where he holds an account. Then, the Government will credit the subsidy amount to the resident's bank directly.

Ask:

What have you derived from this scenario?

Possible Responses:

- A resident has to submit his Aadhaar copies at the gas dealer's office and the bank in order to get the subsidy
- Any scheme has to be linked with Aadhaar

Facilitator's Notes:

Appreciate the answers.

Tell:

Well! The resident has to submit Aadhaar copies to the service provider database as well as to the bank. This concept is known as seeding.

Ask:

Can anyone of you tell the meaning of seeding?

Possible Responses:

- Linking of Aadhaar to service provider's database
- Adding a column in the service provider's database for Aadhaar

Facilitator's Notes:

- Appreciate the responses
- Show the next slide

**104. Tell:**

Well tried! Seeding is the process by which the UIDs of consenting residents are accurately included into the service delivery database of the service provider.

**105–
106. Ask:**

Why do you think seeding is required?

Possible Responses:

- To get subsidy
- To be eligible for government schemes

Tell:

Well! What you have told is correct from a layperson's point of view. Aadhaar seeding is a pre-requisite for Aadhaar-enabled service delivery.

Going forward, Aadhaar will form the basic universal identity infrastructure over which

the Government and other service providers across the country will be able to build their identity-based application.

The main purpose of seeding is de-duplication of database and leakage prevention. It is also to increase the reach and efficiency in delivering goods and services.

There are no repeated KYC checks for residents. Seeding enables residents to easily establish their identity and claim their benefits or obtain services.

Let us next proceed to see the pre-requisites for Aadhaar seeding.



107. Tell:

There are four pre-requisites for Aadhaar seeding. They are:

- **Digitisation:** The beneficiary database is digitised, so that it is easily available
- **Centralisation:** The beneficiary database should be centralised, so that it is easily retrievable
- **Aadhaar saturation:** There should targeted Aadhaar enrolment of beneficiaries, so that the service provider can easily provide services to the targeted group
- **Provision for Aadhaar:** There should be a provision in the service provider delivery database for Aadhaar to enter the 12-digit or 28-digit data field for Aadhaar or EID number field respectively

Let us next proceed to see the various approaches to seeding.



108. Tell:

There are two approaches to seeding. They are:

- Inorganic seeding and
- Organic seeding

Inorganic approach is also known as 'match and verify' approach. In this approach, seeding is done without the beneficiary being present. It involves electronic matching of two data sets – one of the Aadhaar and the other of the service delivery database. Aadhaar is entered into the database and verified by using tools and services.

Facilitator's Notes:

The following note may be explained if participants have any questions regarding authentication tools.

Tell:

There are various authentication tools such as demographic authentication. Through this tool, the beneficiary's demographic details like beneficiary name, address, gender, date of birth and the beneficiary's Aadhaar details are provided to the central server of UIDAI. This will return a success or failure message on the name, address, gender or date of birth data fields.

Organic seeding is also known as manual seeding. It is also known as 'collect and verify' approach. In this approach, Aadhaar is captured at various resident touch points. It is at these touch points that the residents voluntarily or in response to a service provider's call begin the inclusion of their UID in the service delivery databases. In other words, this seeding involves contacting the beneficiaries by conducting door-to-door campaigns, camp-based collection and so on. We will learn more about these channels later in the programme.

Let us understand the concept of match and verify approach.



109-
110.

Facilitator's Notes:

- Refer to the image on the slide while explaining

Tell:

In this approach, the resident's data in two databases, namely the service delivery database and Aadhaar database, is compared.

Each database contains a number of records that hold demographic information about each resident. During seeding, these demographic records are compared. Upon finding a match, Aadhaar is seeded into the service delivery database.

Seeding is done without the beneficiary being present. It involves electronic matching of 2 datasets – one of the Aadhaar and the other of the scheme database.

Aadhaar is entered into the database and verified using the tools and services.

Ask:

Do you think there are challenges involved in seeding beneficiaries through organic seeding?

Possible Responses:

- Yes
- No

Ask:

What are the kinds of challenges you might face?

Possible Response:

Some data of beneficiaries might not be there. Therefore, seeding might not happen.



111.

Tell:

Well! The challenges you might face during organic seeding are:

- Records of beneficiaries might not be digitised,
- No standardisation in name and address records,
- Incomplete data, such as missing PIN code,
- Database of service provider may be in the local language and
- Lower success rate, as the process involves many steps.

Let us now look at organic seeding.



112-
113.

Tell:

In organic seeding, residents voluntarily respond to the service provider's request to include their Aadhaar in the service provider's database.

Ask:

Can you guess the approach to collect and verify data?

Possible Responses:

- Meet the resident
- Collect the data
- Submit it to be verified

Facilitator's Notes:

- Appreciate the responses
- Encourage more participants to answer
- Capture the responses on the board

Tell:

Well! There are three major steps in the seeding process. They are:

- **Capture Aadhaar seeding request:** Aadhaar details may be collected using different channels
- **Verify collected data:** Aadhaar can be verified using the application or services provided by UIDAI
- **Link Aadhaar to service delivery department:** Aadhaar may be seeded in the beneficiary's database

We will learn more about each step in the next session.

Activity



114.

Duration: 2 Minutes

Facilitator's Notes:

- Make this activity into an individual activity
- After the activity is over, ask some participants to read out their answers

Tell:

Solve the questions given in your LGs along with your partner.

1. Seeding is the process by which _____ of consenting residents are included in the service delivery database of service providers.
 - a. **Unique identifiers (UIDs)**
 - b. Enrolment identifiers (EIDs)
 - c. Neither a nor b
 - d. Either a or b
2. The manual type of seeding is known as _____.
 - a. Match-verify seeding
 - b. **Organic seeding**
 - c. Inorganic seeding
 - d. None of the above

Tell:

Let us quickly recap what we have learnt until now.

Key Learning Outcomes



115. **Tell:**

In this session, you have learnt that:

Seeding is the process by which UIDs of consenting residents are included in the service delivery database of service providers.

The two types of seeding are:

Inorganic seeding and

Organic seeding.

Session: Steps in Seeding Process

Learning Objectives	Evaluation Criteria
Describe the steps involved in seeding process	Individual Activity



Duration

65 Minutes



Resources

PowerPoint Presentation, Whiteboard and Markers



Facilitator Notes

Take the participants through a straight presentation on the three steps of seeding process.

End of Note



116. Tell:

Welcome to the session, 'Steps in Seeding'.



117. Tell:

By the end of this session, you will be able to describe the steps involved in seeding process.

Facilitator's Notes:

- Ask the following question
- Capture the responses on the whiteboard
- Appreciate the responses
- Then, show the next slide

Ask:

Can anyone guess the steps that are involved in seeding?



Ask:

Can you recall the steps that were used in collect and verify approach?

Possible Responses:

- Collect, verify, link
- Capture, verify, link

Facilitator's Notes:

Appreciate the responses.



118. Tell:

Good! There are three major steps in the seeding process. They are:

- Capture Aadhaar seeding request,
- Verify collected data and
- Link Aadhaar to service delivery department.

Let us learn about each step, beginning with 'capture Aadhaar seeding request'.



119–
131.

Tell:

A seeding request is a submission of an Aadhaar number and corresponding beneficiary ID for being linked to the relevant service delivery. The details are then verified with the UIDAI's database.

Beneficiary ID means identities, such as ration card numbers, MNREGA job card and bank account number.

Service delivery system means the existing system, where the beneficiary database is maintained by service providers, like PDS, OMC (Oil Marketing Companies owning LPG delivery), and banks (SBI, BOI and so on.)

Ask:

What is beneficiary's Aadhaar and beneficiary ID? Do they mean the same?

Facilitator's Notes:

- The participants may or may not answer
- Encourage those who are trying
- Appreciate the responses, if any

Tell:

Well! Beneficiary's Aadhaar refers to the 12-digit number issued by Unique Identification Authority of India or UIDAI. Beneficiary's ID is the information of the scheme or department that defines the subject and individual beneficiary. Beneficiary ID means identity documents, such as Ration Card Numbers, MNREGA job card and bank account number.

Shown on the slide are some examples of beneficiary IDs.

During seeding, the Service Delivery Department includes a column for Aadhaar in its database.

Ask:

Can you recall the channels of seeding?

Possible Responses:

- IVRS
- Door-to-door campaigns
- Call centres

Facilitator's Notes:

- Appreciate the responses
- Encourage more participants to answer your question

Tell:

Residents and seeding operators interact through various channels. This generally depends on the service provider to choose the channel for capturing seeding requests. The channels used depend on factors like technology availability, resource availability, time and the number of beneficiaries to be seeded. Some of the popular ways of collecting seeding requests include:

- Document collection at various touch points,
- SMS-based or online resident self-seeding,

Drop boxes,
Post or courier,
Interactive Voice Response System or IVRS,
Self-service web portal,
Door-to-door campaigns and
Special camps.

Document collection at various touch points: The residents hand over copies of Aadhaar and registration form to the service provider. For example, ration shop or PDS.

SMS-based or online resident self-seeding: Residents send an SMS containing the Aadhaar number and registration number to the service provider. For example, UPD <Aadhaar Number> <Ration Card Number> is sent to a number 59999.

Drop Boxes: The service provider department arranges for certain coloured boxes for different schemes to be placed at various resident touch points.

Post or Courier: The resident sends the documents through post or courier.

IVRS: A telephone-based IVR application captures the Aadhaar and beneficiary details in an interactive manner.

Self-service web portal: The service provider may open a web portal for residents to update their Beneficiary Identifier Number or Account Number, along with Aadhaar number.

Door-to-door campaigns: The department may organise door-to-door campaigns to collect seeding requests. The list of beneficiaries is provided to the seeding operators. The seeding operators visit the beneficiaries and collect Aadhaar number and beneficiary data. While collecting the data, they should be careful to follow the instructions of the service provider.

Call centres: The resident can call and post a seeding request either through IVRS or through call centre operators.

Special camps: The department or service provider may also conduct camps in the target location to collect seeding requests. However, this needs strong IEC, that is, awareness campaigns to mobilise the target groups to submit seeding requests.

Ask:

What do you think happens during the verification stage?

Possible Responses:

- Aadhaar and service provider data is compared
- The seeding operator checks if the given Aadhaar data matches with any other identification proof documents as submitted by the beneficiary

Facilitator Notes:

Appreciate the responses.



132.

Tell:

After the data is captured, it is verified. The purpose of verifying a seeding request is to ensure that only a valid and specified Aadhaar number gets linked with the beneficiary ID.

The process involves comparing the demographic details available in the service provider's records with demographic details associated with Aadhaar, which have been provided for seeding.

If the data matches, the seeding request is accepted. If the data does not match, the seeding request is rejected.

The UIDAI services that can be leveraged to perform validation of a seeding request include bulk demographic authentication, DBT Seeding Data Viewer or DSDV, biometric authentication and e-KYC.

Let us know the steps how validation is done using DSDV.



133.

Given here are the process steps of how verification is done using DBT Seeding Data Viewer or DSDV.

First, the service provider views the demographic details and photograph available in UIDAI database or CIDR by entering UID / EID of the beneficiary.

Then, operator will match the above demographic details with those available in the service provider database.

If the details match, then Aadhaar is seeded in the service provider's database.

These details can only be accessed from a white listed IP Address.

To view the these details, the operator should authenticate himself with UIDAI.

Physical presence of resident is not required to perform this process.

Let us learn about Aadhaar verification using DSDV.



134-143.

Here are the steps to do the Aadhaar verification using DSDV.

First, open the DBT Seeding Data Viewer page.

Then, enter your user name and password. Now, enter the code displayed on the screen in the 'Enter above Image Text' field.

After entering the code, click Get One Time Password.

A message, which reads. 'One Time Password has been sent to mobile no.' appears at the top of the screen.

Enter the One Time Password sent to the mobile phone in the Enter OTP field.

Then, click Validate and Login.

If you are not sure whether the resident's Aadhaar has been generated or not, click the yellow text box on the left hand side of the page.

Then, you need to enter the resident's Aadhaar or Enrolment ID in Enrolment Number/Aadhaar Number field.

If the resident submits the Enrolment ID, you can select Enrolment ID.

Then, you can enter the 14-digit number in the Enrolment Number/Aadhaar Number field.

For the purpose of our demonstration, let us enter the Aadhaar details.

Then, click View.

On clicking View, the details of the resident are displayed in a pop-up window.

Check the details and photograph and click the Cross mark on the top right hand side of the pop-up window to close it.

Let us next know the linking process.



144-145.

Tell:

After the records are verified, the final step in the process is linking. Linking implies saving or recording the validated Aadhaar and beneficiary ID pair in the database or the record of the service provider.

After verification, the seeding requests are accepted. Genuine seeding requests are then sent to the service provider for linking the beneficiary ID to the Aadhaar. Finally, the beneficiaries' Aadhaar are linked to the service provider's database. In case of DBTL, the Aadhaar is also linked to the bank's database.



146.

Ask:

Can you recall the process involved in the first step of seeding?

Possible Responses:

- Beneficiary Aadhaar and beneficiary ID are captured

Facilitator's Notes:

Appreciate the responses.

Tell:

The first step is to capture the beneficiary's Aadhaar and beneficiary ID. The Aadhaar refers to the 12-digit number issued by Unique Identification Authority of India.

Ask:

Can you tell what happens during the second step of seeding?

Possible Responses:

- Verify data

Facilitator's Notes:

Appreciate the responses.

Tell:

The second step is to verify the captured data. The seeding operator compares the beneficiary's Aadhaar data and service provider's data. The seeding operator decides whether both the data belong to the same person. If the data match, the seeding operator accepts the seeding request, otherwise the request is rejected.

Ask:

What happens during the final step of seeding?

Facilitator's Notes:

Capture and appreciate the responses.

Tell:

This is the final step of the seeding process. After verification, the seeding operator accepts the genuine seeding requests and sends them to the service provider's administrator for linking.

Facilitator's Notes:

- Provide this information only to the target audience of banking seeding

Tell:

Note that the Customer ID is the same as for general schemes.

The linking of Aadhaar does not become a financial address, until it is linked with the Account Master Level.

For example, a customer can have multiple accounts on one customer ID. But benefits will be credited to the account, which is linked with the Account Master Level.

Having learnt about the steps in seeding process, let us now learn about some best practices that help us do the seeding process correctly.



147–
150.

Tell:

Some best practices ensure correct seeding and accuracy in the process of collection and verification of data. Here they are:

Enter Aadhaar accurately: Aadhaar is a 12-digit number. You need to check if the Aadhaar is correctly noted down while capturing the seeding requests. Space can be provided to enter Aadhaar twice, so that it can be reconfirmed. Aadhaar is written in the format grouped with four digits, for example, 5555 6666 8888. This will reduce the probability of error and ensure that the Aadhaar captured is a 12-digit number.

Remember to **collect a copy of the Aadhaar** from the resident. This will be useful if it is entered incorrectly. Also, it helps the seeding operator to cross-check the details.

Check the correctness and completeness of Aadhaar and beneficiary ID: You need to remember that Aadhaar never start with 0 or 1. This information can be used for a first look verification. In other words, if a resident submits an Aadhaar, which is starting with 0 or 1, there is a mistake. You should ask the resident for the Aadhaar letter.

Do remember that customer ID is not always the beneficiary ID. Often the beneficiary ID is understood as customer ID. This may be true in some cases but not in all cases. The beneficiary ID differs from one service provider to the other. Therefore, you need to ensure that the capturing of beneficiary ID is complete.

Before we proceed, let us take up an activity.

Activity



151. **Activity:** Individual Activity

Purpose: Make the participants identify the steps in seeding process.

Duration: 5 Minutes

Facilitator's Instruction:

- Ask the participants to write the answers in the LG
- Give them 3 minutes to write
- Ask some participants to read their answers
- Appreciate the responses

End of Note

Tell:

Answer the questions given in the LG. Choose the correct option for the given question.

Questions:

Meena approaches the seeding operator to link her MGNREGS ID to her Aadhaar. Based on the given scenario answer the questions given here.

1. In which step of seeding process, Meena's Aadhaar and scheme ID are taken?
 - a. Verification of request
 - b. Capture of seeding request**
 - c. Linking of Aadhaar

2. In which step of seeding process, Meena's Aadhaar data is compared with her scheme data?
 - a. Capture of seeding request
 - b. Linking of Aadhaar
 - c. **Verification of request**
3. In which step of seeding process, Meena's request is sent to the service provider's administrator for seeding?
 - a. **Linking of Aadhaar**
 - b. Capture of seeding request
 - c. Verification of request

Key Learning Outcomes



152. Tell:

Till now, you have learned that:

The three steps in seeding are:

Capture seeding request,
Verify collected data and
Link Aadhaar to service provider database.

Some of the channels of capturing seeding requests are:

Service delivery points,
Door-to-door campaigns,
Special camps,
SMS-based or online resident self-seeding and
Call centres.

Some best practices for collection and verification of data are:

Enter Aadhaar details accurately,
Collect a copy of the Aadhaar letter from the resident and
Check correctness and completeness of Aadhaar and beneficiary ID.

Session: Online Application (Web-Based Platform) for Capturing Seeding Request, Verification and Linking

Learning Objectives	Evaluation Criteria
Describe the working of the online application	Individual Activity



Duration 30 Minutes



Resources PowerPoint Presentation, Whiteboard and Markers



Facilitator Notes You will take the participants through an interactive presentation and explain to them the working of the online application. This will be followed by an activity, wherein the participants will arrange the steps for using the web-based platform in the correct order.

End of Note



154. Tell:

Having learnt about the steps in seeding, let us now move on to the topic on online application or web-based platform for capturing seeding request, verification and linking. Kindly note that the application used is only for illustrative purpose.



155. Tell:

By the end of this session, you will be able to describe the working of the online application.

Let us first understand what this online or web-based platform is.



156. Tell:

The online or web-based platform is a central platform. It hosts various seeding channels at one central staging area. This area is made accessible to department operators for verification of the seeding requests.

The operators can also utilise this platform to add the required information into their service delivery databases.

Ask:

What are the channels for capturing the seeding requests?

Possible Responses:

- SMS
- Online
- Camps

Ask:

What do you mean by a seeding request?

Possible Responses:

- Submission of the Aadhaar
- Submission of the beneficiary ID

Tell:

Right. Seeding requests are received from various input channels, such as SMS, online application and so on.

A seeding request is submission of an Aadhaar and the corresponding beneficiary ID for linkage with the service providers. The beneficiary ID can be the existing beneficiary identities, like ration card numbers, LPG consumer numbers, MGNREGS job card numbers and so on.

Let us now look at the objective of this web-based platform.



157.

Tell:

The web-based platform aims to provide:

An online platform for connecting multiple seeding channels,

A readymade SMS or online resident self-service channel for usage by the states and

Controlled access to department's operators for verifying the seeding.

Verification can be done by comparing the beneficiary record at the department with the UIDAI resident KYR data.

Let us now find out how each user works on the platform.



158–
161.

Tell:

In the online or web-based platform, residents can submit their seeding requests online. The residents can fill in the form on the web page and verify their mobile numbers through an OTP.

To start submission of the Aadhaar seeding request, the residents need to click Start Now button.



Tell:

Then, the residents should fill in all the fields. Fields that are marked with a 'star' symbol are the mandatory fields that need to be filled in compulsorily. Thereafter, the resident has to enter the:

Aadhaar address location,

Aadhaar details,

Email ID and

Mobile number, which will be used for receiving the OTP.

Next, the resident has to select the User Agency, which is benefit type and scheme. Finally, he or she has to enter the beneficiary ID.



Tell:

Now, the resident needs to enter the One-Time Password or OTP or Pin for confirmation of the submission. The OTP is received through the resident's mobile. OTP is valid for a time period of only 15 minutes. As shown on the screen, this text, for example m3p7b, should be entered in the OTP field. Then, the resident has to submit the request.

**Tell:**

As the last step, the resident needs to provide confirmation of submitting the request. Once the resident gets the message “seeding request added successfully”, he or she needs to click OK to complete the process.

Let us now discuss the steps to be followed by a seeding operator.

**162.****Ask:**

What is the main responsibility of the seeding operator?

Possible Response:

- To capture the seeding request

Ask:

How does the seeding operator capture the seeding requests?

Possible Responses:

- Through camps
- Through door-to-door campaigns

Tell:

Right! The main responsibility of a seeding operator is to capture the seeding requests. The seeding operator collects the seeding requests manually, using various modes like door-to-door campaign, holding camps and so on.

On the online or web-based platform also, the major task of the seeding operator is to submit the seeding requests of residents through the web platform. This is done in two ways:

Entry of the request in the portal form and

Uploading of the request through the CSV or bulk by the operator

Let us now look at the steps to be followed by a seeding operator to fill in the online or web-based platform.

**163–
164.****Tell:**

The seeding operator first logs into the system using the login ID and password.

The seeding operator then fills the form for the seeding request.

Steps for filling the form are:

Select the scheme for which the Aadhaar needs to be selected,

Enter the Aadhaar address location of the resident,

Enter resident's Aadhaar and beneficiary ID,

Enter remarks, if any and

Finally, click Submit to submit the seeding request.

Till now, we have seen the steps for entry of a request in the portal form. Let us now quickly look at the steps for uploading the request through CSV in batch mode.

**165–
167.****Tell:**

Sometimes, the seeding operator may not have the time or online facility to enter the data of residents one by one. Then, he or she may create a CSV file by capturing the Aadhaar and beneficiary IDs of more than one resident in offline mode. Later, he or

she can upload the same in the portal. CSV is generated from MS Excel or any other spreadsheet.

For this, the seeding operator will first have to log into the system using login ID and password.



Tell:

Then, the seeding operator will select the CSV Channel from the main menu to upload the data in the CSV mode. Thereafter, he or she has to perform the following activities:

Select the scheme for which the Aadhaar needs to be entered,

Select the distributor ID for whose consumer records multiple seeding requests are being submitted and

Choose the desired CSV file and click on Upload button to upload the file.



Tell:

On successful upload of the file, a confirmation message appears as shown on the slide. You can also check the status of the file uploaded by clicking the Download CSV Status button.

Let us now discuss the steps to be followed during verification.



**168–
172.**

Ask:

What is the next step after the seeding operator has uploaded the data on the online platform?

Possible Response:

- Verification of the data

Ask:

How does the seeding operator check the data?

Possible Response:

- He or she compares the data of the beneficiary and the service provider

Tell:

Right! The next step is to verify the captured data. For this, the seeding operator first logs into the application.



Tell:

The dashboard shows the pending seeding requests. The seeding operator clicks “Verify” to fetch the beneficiary data of the Aadhaar and service provider.



Tell:

On clicking “Verify”, the Aadhaar data and service provider’s data of the beneficiary appear. The seeding operator compares the data and accepts or rejects the data as applicable.



Tell:

A message of successful verification appears on acceptance or rejection of the request.

Before we conclude, let us take up another activity.

Activity

173. **Activity:** Individual Activity**Duration:** 5 Minutes**Facilitator's Notes:**

- Steps for use of the web-based platform by seeding operators are given in the Learner's Guide
- Ask the participants to arrange these steps in their correct order
- Give them 10 minutes to complete the activity
- Once they complete the activity, select a few participants randomly and ask them for their responses
- Appreciate all the participants for their efforts

End of Notes**Correct Answer:**

Steps to Capture Seeding Request	Steps in Verification Process
<ol style="list-style-type: none"> 1. Log into the system. 2. Select the scheme for which the Aadhaar needs to be selected. 3. Enter Aadhaar address location of the resident. 4. Enter resident's Aadhaar and beneficiary ID. 5. Enter remarks, if any. 6. Click Submit to submit the seeding request. 	<ol style="list-style-type: none"> 1. Log into the system. 2. Click Verify button to fetch the beneficiary data of Aadhaar and service provider. 3. Compare the two data and accept or reject the data.

Activity

174. **Activity:** Individual activity**Purpose:** Make the participants to enter the fields of the online application**Duration:** 5 Minutes**Facilitator's Instruction:**

- Ask the participants to go through the scanned copy of the seeding request
- Then, fill in the required fields in the screenshot given in the LG
- Give them 3 minutes
- Ask some participants to read their answers
- Appreciate the responses

Understanding Aadhaar Seeding

Sr. No.

Form 2
LPG Linking Form
(To be submitted to LPG Distributor)

MDBTL Version 1.0/11-14

Step 1. Place your Original Aadhaar Letter* here as shown below:

1111 2222 4444

Step 2. Take photocopy of this sheet & fill-up the following details in the photocopy in BOLD BLACK / BLUE ink:

1. NAME OF COMPANY (e.g. IOCL/BPCL/HPCL)
IOCL

2. NAME OF DISTRIBUTOR
SAFESH DISTRIBUTORS

3. CONSUMER NUMBER (Attach a copy of first page of DGCC booklet or recent cash memo)
1000 200 978

4. LPG ID (17 Digit No.)
37 0050000 01 294203

5. NAME OF THE LPG CONSUMER
REGINA

6. YOUR REGISTERED MOBILE NUMBER or MOBILE NUMBER WHERE WE CAN CONTACT YOU
+91 9948503277

7. ADDRESS (Fill this only if your present LPG delivery address is different from address in the Aadhaar Card, please attach a current proof of address**)
Andhra Pradesh
Hyderabad
Date: **09/01/2014**
Signature of the Consumer: *[Signature]*

Enclosures:
1. First page of DGCC booklet or copy of recent cash memo.
2. Photocopy of proof of address if your address with LPG distributor differs from address in Aadhaar Letter.

*In case you have an e-Aadhaar, please fold it vertically and keep the left side (the side with your photo and Aadhaar Number as shown above) in the space provided above and follow the instructions as above.


**Address Proof (Photocopy of any one of the following):

- Aadhaar (UID) letter • Lease Agreement • Telephone or Electricity Bill or any other Utility Bill
- Self-declaration attested by Gazetted Officer • Flat allotment or possession letter • LIC Policy • Driving License • Voter ID • Passport • Ration Card • House Registration Document.


ACKNOWLEDGMENT SLIP:

Received 'Aadhaar LPG Linking Form' from (Name) _____ / Consumer
No. _____ alongwith copy of Aadhaar.

Date: _____ Sign & Stamp of Gas Distributor: _____



Unique Identification Authority of India
Planning Commission, Government of India



Aadhaar Seeding Application (Beta)

All

Last Logged on : 18th February 2013 4:39PM Logout

Online Channel
CSV Channel

Create Seeding Request

*Choose Benefit Type, District

Benefit Type* :

District :

State :

*Fill Aadhaar No and ID

Aadhaar No* :

Distributor Name* :

Consumer Number* :

*Fill Remarks

Remarks :

Submit

Reserved. This website is best viewed

Benefit Type: IOCL
State: Andhra Pradesh
District: Hyderabad
Aadhaar No.: 1111 2222 4444
Distributor Name: Saieesh Distributors
Consumer Number: 1000200987

Key Learning Outcomes



175. Tell:

In this session, you have learnt that:

The web-based platform is a central platform, which hosts various seeding channels at one central staging area.

Through the web-based platform, residents can submit their seeding requests online.

A seeding operator's main responsibility is to capture the seeding requests.

On the web-based platform, the major task of the seeding operator is to submit the seeding requests of residents through the web platform. This is done in two ways:

Entry of the request in the portal form and

Uploading of the request through the CSV/bulk by the operator

The data is verified and the seeding request accepted or rejected.

Session: Role of Seeding Agency / Seeding Operators

Learning Objective	Evaluation Criteria
Identify the importance of the role of seeding agency / seeding operator	Scenario-Based Paired Activity

**Duration**

25 Minutes

**Resources**

PowerPoint Presentation, Whiteboard and Markers

**Facilitator Notes**

Make it an interactive session to bring out the importance of the role of a seeding operator. Then, end the session with a scenario-based paired activity.

End of Note**176. Tell:**

Welcome to the session on the “Role of Seeding Agency and Seeding Operator”.

**177. Tell:**

By the end of this session, you will be able to identify the importance of the role of seeding agency or seeding operator.

**178. Tell:**

Let us first know about two important entities in the seeding process besides seeding operators. They are seeding registrars and seeding agencies.

A seeding registrar is the agency of the Central or State Government or Local Government. It comprises the:

- Elected rural and urban local bodies
- Constitutional or statutory village councils
- Or recognised Non-Governmental Organisations or NGOs with whom UIDAI has entered into a Memorandum of Understanding or MoU to provide the seeding framework

Seeding Agency is appointed by the seeding registrar for carrying out seeding of the Aadhaar number into the beneficiary database.

Ask:

Now, can anyone recall the main responsibilities of a seeding operator?

Possible Responses:

- Enter the Aadhaar into the service provider's database
- Capture the seeding requests

**179. Tell:**

The role of a seeding operator is to:

- Recruit and train operators
- Ensure that the operator is certified by a UIDAI-empanelled certifying agency
- Set up and provide the required user end IT infrastructure that includes computers, peripherals, biometric device, connectivity, power backup and so on
- Set up and provide non-IT infrastructure, such as office space and related Infrastructure required to perform seeding
- Use the seeding framework provided by the seeding registrar to perform the Aadhaar seeding in the Seeding Registrar's database
- Perform Aadhaar seeding
- Submit documents provided by residents in support of their seeding requests and provide requisite MIS reports to the Seeding Registrar

**180. Tell:**

Let us suppose a service provider undertakes organic seeding. Then, a seeding operator collects seeding requests manually. She or he uses different modes of seeding, like door-to-door campaigns, camps and so on.

During door-to-door campaigns, a seeding operator visits the residents' houses to collect Aadhaar and beneficiary IDs of respective schemes. The seeding operator must ensure that the visits are carried out when the residents are present in their house. Otherwise, he or she will have to visit their homes once again. This precaution will ensure that seeding is done correctly and details of all the beneficiaries are captured. He should also consider the following points:

Is there a major festival in the area?

Will there be a weekly market or haat when I am visiting the area?

What type of area am I visiting – temple area, market area or residential area?

Is there a major occasion due to which the residents may not be available?

Asking these questions will help the seeding operator manage his time correctly and avoid re-visiting the area.

**181. Tell:**

During special camps, a seeding agency has to pre-plan before organising the camp. The seeding operators should have a list of beneficiaries and the required details.

The person should be prepared to interact with a large number of residents who would arrive at the camps with their seeding requests. He or she should be patient when dealing with the residents and their doubts. He or she must also be equipped with the knowledge of handling any technical faults. Or, she or he must know whom to contact in case of such issues.

The seeding operator should sensitise beneficiaries about bringing their Aadhaar, along with the beneficiary identifier card copy. This would help them in linking afresh their Aadhaar with the scheme.

**182. Tell:**

For some schemes, the beneficiary has to visit compulsorily a Service Delivery Point to avail the benefits of a service, like a ration shop or MGNREGS worksite.

In such cases, the seeding operator should record the Aadhaar, along with the beneficiary identifier, at the point of service delivery. The beneficiary ID is also known as scheme or customer ID.

During the seeding process, the seeding operator should also carry the required forms, which carry the details of the beneficiaries.

Facilitator's Notes:

Click the icon given on the slide to show the forms.

End of Notes

Next, let us know the responsibilities of a seeding operator while entering the seeding requests into the portal.



183. Tell:

When using a web-based platform, the major responsibility of a seeding operator is to submit the seeding requests of residents in the online form.

This can be done in two ways. They are:

Entering the request in the portal form and

Uploading the request through CSV.

Let us next look at some of the reasons why you need to take up this job.



184. Ask:

Can you think of any reasons that prompted you to take up this job?

Possible Responses:

- Financial condition
- Time pass
- No other suitable job

Facilitator's Notes:

- Encourage every participant to answer the question
- Capture each response on the whiteboard
- Stress on each point, so that the participants are pepped up and feel proud that they are in this job

Tell:

Well! Each one of you has different answers to this question. However, the fact remains that you are in this job, whatever be the reason. Since you are in this job, let me tell you how you can enjoy your work.

The foremost reason for you to stay in this role is the difference that you make in the lives of residents around you. Think of the joy that you can bring into their lives. Imagine the old man's smile and blessings when he receives his pension. Think about the physically challenged young men or women when they receive their monthly amount. Imagine the labourers, who are now receiving their wages because you have seeded their Aadhaar in the MGNREGS database.

The second reason is the job satisfaction that you receive on accomplishing your day's work, despite the challenges that you face.

The third reason is the pride you feel when you see the smiles of the beneficiaries. Don't you think it is worth the trouble you are taking?

Finally, consider the responsibility that you shoulder. You should always be alert and enter the Aadhaar details correctly. Otherwise, the rightful beneficiary will not be able to reap the benefits of the schemes.

Ask:

Now, don't you agree that you are indeed in a very responsible position?

Facilitator's Notes:

Let the participants ponder over the question for some time.

Tell:

Therefore, be proud that you are among the privileged few who directly serve the people and bring a smile on their faces. Whenever you feel that this job is tiresome, think of the blessings of the residents you will receive when they start receiving money, just because you helped them in the seeding process.

Ask:

Having realised how important is the role you are playing, don't you think you need to be very careful?

Possible Response:

- Yes

Tell:

Then, let us look at some of the ways that you can practice to avoid making mistakes.

**185. Tell:**

During manual capture of seeding requests, you are always prone to human errors. Therefore, ensure that you capture the seeding request correctly. The accuracy and speed of seeding depends on the accuracy with which seeding requests are captured.

There are certain best practices that help you collect correct data.

Enter Aadhaar accurately: Any Aadhaar is of 12 digits. Generally, the field for entering the Aadhaar has 12 blocks. Therefore, you will be able to identify easily if the Aadhaar is correct or not. When you enter the Aadhaar online, there is a space provided to enter the Aadhaar twice. This helps in confirming the number. Ensure that you enter the Aadhaar twice.

Enter resident's name as given in Aadhaar: It is always important to enter the resident's name as given in the Aadhaar.

Always remember to **collect a copy of the Aadhaar letter** from the resident. This will be your proof that you have entered the Aadhaar correctly.

In addition, **remember that Aadhaar never start with 0 or 1**. This can be used for a first look verification.

Next, data collection should be done in a **single format**.

One should also **capture the name of the beneficiary's district**. The seeding requests you enter are invariably verified. Different seeding operators may be given the responsibility of a particular district of the state. If the district's name is also captured during the seeding requests, it will be easy to verify the details.

You must also know the **location of the nearest permanent enrolment centres** to guide residents on where to enrol or where to retrieve the Aadhaar.

Having learnt about the best practices, start using them to become responsible and good seeding operators.

**186. Ask:**

Can you tell some of the responsibilities associated with verification?

Facilitator's Notes:

Appreciate the responses.

Tell:

The seeding operator compares the Aadhaar data and the service provider's data collected from the beneficiary. Then, he or she decides whether both the data belong to the same person. If the data match, the seeding operator accepts the seeding request. However, if there is a mismatch, the seeding operator rejects the request.

Key Learning Outcomes**187. Tell:**

In this session, we have learnt that:

A seeding operator collects seeding requests manually using different modes like door-to-door campaigns, camps and so on.

Some reasons for you to remain in this role are:

The difference that you make in the lives of residents around you and

The job satisfaction you receive when you accomplish the day's work.

Session: Common Errors and Challenges

Learning Objectives	Evaluation Criteria
Identify the common errors and challenges and the means to avoid them	Individual Activity



Duration

25 Minutes



Resources

PowerPoint Presentation, Whiteboard and Markers



Facilitator's Notes

Take the participants through an interactive and structured presentation on common errors with the help of examples.

End of Note



188. Tell:

Welcome to the session on Common Errors and Challenges.



189. Tell:

By the end of this session, you will be able to identify the common errors and challenges and the means to avoid them.



190. Tell:

Let us look at some State Short Codes and Scheme or Programme Short Codes that UIDAI has developed for illustrative purpose.

Facilitator's Notes:

Click the images to show the illustrative codes.

Tell:

Let us look at some examples to understand where seeding operators generally make mistakes.



191. Tell:

Lalita Devi requested for seeding Aadhaar to avail the Permanent Disability Scheme benefit. A seeding operator has entered the details as given on the screen.

Facilitator's Notes:

- Tell the participants to observe carefully
- Randomly select some participants to answer your question

Ask:

Can you identify the error?

Possible Response:

- Aadhaar is incorrect
- State short code is incorrect

Facilitator's Notes:

Appreciate the response.

**192. Tell:**

Seeding operators need to ensure that they enter the correct Aadhaar, scheme code, scheme identifier and state short code.

**193. Tell:**

Seeding operators may also make mistakes when they have bad handwriting, which is illegible.

When seeding operators are entering the Aadhaar, they may be eager to complete the task. Therefore, they enter 11 or 13 digits instead of 12 digits.

Sometimes, the number also is written incorrectly. For example, the number 4 appears like 'h' or the number 7 appears like 'cursive f' and so on.

To avoid such mistakes, seeding operators should be careful while writing and ensure a clear and readable handwriting.

Digits should be written in groups of 4 to avoid confusion. A copy of the Aadhaar has to be collected, so that one can look at it when there is confusion.

Numbers should be written very clearly. This makes them easily recognisable and not mistaken for another number or letter.

Let us next find out about the challenges faced in seeding.

**194–
195. Tell:**

The whole concept of Aadhaar is to ensure that the benefit reaches the right beneficiary. There should be no denial of service to the right beneficiary.

This involves some challenges. It is important to understand these common challenges during seeding so that necessary precautions can be taken during planning. Seeding agencies are expected to offer solutions to these challenges as service to their clients.

The seeding team should be aware of the challenges given below so that they can develop necessary processes or workarounds to overcome them.

It is also important to note that these challenges cover the overall picture. Some of these challenges comprise various service delivery databases across many states. They also include multiple seeding initiatives using varied channels being undertaken. Some of them are generic while others are specific to a particular channel.

Availability and quality of beneficiary data in service delivery databases is a challenge. Beneficiary databases have data quality issues. The most common data quality is errors in the data, such as misspelt names, wrong dates of birth, out-of-date addresses and so on.

Databases of service providers have following common issues:

Data is not available in electronic form. Only physical records are available.

Physical records are distributed across multiple sources (district-wise and so on) with duplication within and across sources.

Missing fields of KYR or photo data.

Beneficiary data in service delivery databases is vernacular language.

There are many service delivery databases available in different states.

We will now look at some of the challenges that seeding operators face when they seed

the Aadhaar. These challenges may be either because of technology or because of people. We will also understand how to handle these challenges with the help of relevant examples.

196–
197.**Tell:**

Kishan Lal Kumar is a farmer by occupation. He has approached the seeding operator with a seeding request to be included in MGNREGS database. He has submitted the Aadhaar and MGNREGS Job Card as proofs of document.

Facilitator's Notes:

- Ask what challenge the participants see after reading the example
- After getting sufficient responses, you can tell the following

Tell:

To handle such cases, you need to check for the difference in name. Then, reject the request on the basis of difference in name. You can gently inform the resident about this matter. You can also inform the person about the requirement of other documents as proof to avail the benefit. You can advise the resident to get his name corrected in either of the document by approaching the relevant Government official.

Seeding operators may also face other challenges. Let us look at some of them.



198.

Tell:

Seeding operators may face challenges due to residents who:

- Do not enter the correct UID data,
- Do not attach UID letters along with request form,
- Provide incomplete demographic details in the form,
- Enter data in the local language,
- Sometimes, fail to provide or hesitate to provide mobile number,
- Do not show up for physical verification during door-to-door surveys,
- Do not have a bank account and
- Do not update the addition or deletion of family member while availing benefits.

Apart from the above mentioned challenges, seeding operators may also face challenges due to technology. A few examples are:

- Connectivity issues with the server while seeding is in progress,
- Issues arising due to application-related errors,
- Challenges because of any miscommunication during training and
- Technical issues in mobile or POS devices while seeding Aadhaar.

Key Learning Outcomes



199.

Tell:

Let us quickly summarise the key points learnt in this session.

Seeding operators need to ensure that they enter the correct:

- Aadhaar,
- Scheme code,

Scheme identifier and

State short code.

Generally, seeding operators make clerical mistakes.

To avoid such mistakes, they must be careful and ensure a clear and readable handwriting.

Digits should be written in groups of 4.

Numbers should be written very clearly.



200. Tell:

Seeding operators face many challenges when residents request them to seed their Aadhaar with scheme benefits.

Some of the challenges are:

Incorrect UID data entered in the system,

UID letters not attached to the seeding request forms,

Incomplete demographic details provided in the form,

Data provided is in the local language and

Failing to update the addition or deletion of family members while availing benefits.

Session: Aadhaar-Enabled Applications

Learning Objectives	Evaluation Criteria
Identify the various Aadhaar-enabled service applications	Individual Activity



Duration

30 Minutes



Resources

PowerPoint Presentation, Whiteboard and Markers



Facilitator's Notes

In this session, you will take the participants through an interactive presentation on the various processes in Aadhaar programme.

End of Note



201. Tell:

Welcome to the session, "Aadhaar-Enabled Service Applications".



202. Tell:

By the end of this session, you will be able to identify the various Aadhaar-enabled service applications.



Ask:

What do you think are the processes involved in Aadhaar-enabled service delivery?

Possible Responses:

- Process to enrol residents
- Process to update existing data
- Process to connect Aadhaar with subsidiaries

Facilitator Notes:

Appreciate the responses.



203. Tell:

The various processes involved in Aadhaar-enabled service delivery are:

Enrolment,
Seeding,
Authentication and
Service delivery / Benefit delivery.

Let us discuss each of these processes starting with enrolment.



204. Tell:

The process of collecting demographic and biometric data from residents is called as enrolment.

Ask:

Who do you think are various persons or groups involved in the enrolment process?

Possible Responses:

- Government bodies
- Agencies
- People working for Aadhaar

Facilitator Notes:

Appreciate the responses.

Tell:

The various elements of enrolment process include:

Registrars: A registrar could be the state registrar or a reputed organisation known as non-state registrars (such as banks and public sector undertakings). The Unique Identification Authority of India or UIDAI would have entered into a Memorandum of Understanding or MoU with the organisation for on-field implementation of the UID project.

Enrolment Agencies: Enrolment agencies are appointed by registrars. They interact directly with residents and enrol them. Enrolment agencies could be third party agencies that are empanelled by UIDAI. They could also be existing offices of the registrar like the LIC using its own offices and staff.

Enrolment Centres: These centres are set up by enrolment agencies where residents get themselves enrolled.

The objective of enrolment is to issue a 12-digit unique identification number to the residents.

To get themselves enrolled, the residents go to the enrolment centre. Here, all the demographic data and biometric data of the resident are captured. This data is then sent to the Central Identities Data Repository or CIDR, which is controlled by UIDAI. Here, it is de-duplicated against the data that is already available to ensure that the person is not enrolling once again. Once the de-duplication is completed, a random number is generated and allotted to the resident's identity. This is the Unique Identification or UID number or Aadhaar. This Aadhaar is then sent to the resident through a letter.

Having learnt about enrolment, let us learn about the next process.



205. Ask:

What do you think is seeding?

Possible Responses:

- Enter the beneficiary's Aadhaar in the service provider database
- Update Aadhaar details in service provider database

Facilitator Notes:

Appreciate the responses.

Tell:

Aadhaar seeding is a process of inserting consenting beneficiary's Aadhaar number into the service provider databases. The database contains details, such as name of the beneficiary, identifier number like UID, MNREGS job card number or pension number.

Ask:

Can you list a few examples where Aadhaar is linked to the service provider database?

Possible Responses:

- LPG
- Pension scheme

Facilitator Notes:

Appreciate the responses.

Tell:

Well! There are a number of schemes that are using Aadhaar for service delivery.

For example, let us look at how LPG seeding is carried out. The resident's Aadhaar is linked to the LPG database by inserting resident's Aadhaar in distributor's database. Similarly, the resident's Aadhaar is also linked into the bank's database. When the linkage of Aadhaar is completed, then the resident receives the subsidy amount credited to his account directly.

Similarly, schemes like Direct Benefit Transfer for LPG consumer or DBTL, MGNREGS, pension and ration are using Aadhaar for service delivery.

The objective is not to replace the currently used unique identifiers of customers, residents or beneficiaries. It is to enable Aadhaar authentication, without affecting other interfaces that service providers maintain with their customers.



206.

Ask:

What do you understand by authentication?

Possible Responses:

- Verifying details given for Aadhaar
- Ensuring that the given details are correct

Facilitator Notes:

Appreciate the responses.

Tell:

Aadhaar authentication is the process by which Aadhaar, along with other attributes, such as demographic, biometrics or OTP is submitted to UIDAI's database for verification.

The database verifies whether the data submitted matches the data available in database and responds with "Yes/No".

No personal identity information is returned as part of the response. The purpose of authentication is to enable residents to prove their identity. It also helps service providers to confirm that the residents are 'who they say they are' in order to supply services and benefits.

Finally, let us look at the last process.



207.

Ask:

Can you recall the next step after authentication?

Facilitator's Notes:

- Capture the responses
- Appreciate the responses

Tell:

Well! After authentication, the next step is service delivery or benefit delivery. In this process, service delivery departments deliver the service/subsidy to the residents on the basis of authentication. Some of the services/subsidies are rations and pension.

UIDAI will give a 'YES' or 'NO' response for any identification authentication queries.

Let us next look at some of the Aadhaar-based service applications.

**Ask:**

Can you name some more schemes, where Aadhaar is used to identify residents and or transfer benefits?

Possible Responses:

- MGNREGS
- Pension
- Ration

**208. Tell:**

That's correct! MGNREGS payments, social security pension payments and public distribution system are a few government schemes that make use of benefit transfer and resident identification.

The other areas where other areas where Aadhaar is used in service delivery of Know Your Customer or KYC and financial inclusion.

Aadhaar enables residents to prove their identity and for service providers to confirm that the residents are 'who they claim they are' to provide services and benefits.

Let us take a look at the types of Aadhaar-based payment services.

**209. Tell:**

The two types of Aadhaar-based payment services are:

Aadhaar Payment Bridge or APB and

Aadhaar Enabled Payment System or AEPS.

APB involves the distribution of electronic benefit transfer. Benefits from one or more schemes are credited into a beneficiary's bank account. The account is identified from his or her UID number. This mode of distribution of benefit eliminates payment leakages.

AEPS provides beneficiaries with basic financial services, such as:

- Cash deposit,
- Balance enquiry,
- Cash withdrawal and
- Remittance.

These services are provided through low-cost access devices called micro-ATMs, which are maintained by business correspondents.

Before we conclude, let us quickly recollect what we have learnt.

Key Learning Outcomes**210. Tell:**

In this session, you have learnt about:

How Aadhaar is issued and

The areas where Aadhaar is a boon to residents are:

Know Your Customer or KYC and

Financial inclusion.

Session: UID/EID Retrieval Process

Learning Objectives	Evaluation Criteria
List ways to retrieve UID or EID	NA

**Duration**

10 Minutes

**Resources**

PowerPoint Presentation, Whiteboard and Markers

**Facilitator's Notes**

Take the participants through an interactive presentation explaining the ways to retrieve UID/EID.

End of Note**211. Tell:**

Welcome to the session, 'UID/EID Retrieval Process'.

Before we begin the session, let us consider a scenario.

A resident has lost his Aadhaar. He does not even have the acknowledgement receipt with him. Will you be able to generate his Aadhaar in such situation?

Possible Responses:

- Yes
- No

Tell:

Well!

In such a scenario, it becomes very difficult to generate the Aadhaar of the resident, as UID or EID is mandatory for Aadhaar generation.

As a seeding or authenticating operator, you will encounter such situations. To cater to such situations, you should know how to retrieve the UID or EID of the resident.

In this session, we will discuss the ways to retrieve UID or EID of the residents.

**212. Tell:**

By the end of this session, you will be able to list the ways to retrieve UID or EID.

Let us now understand the process of retrieving the UID or EID of the residents.

**213. Tell:**

The need for retrieval arises when the residents may be in hurry to link or seed their Aadhaar. Hence, they may not be willing to wait that long.

Retrieval may be required when the letter does not reach the destination even after 90 days.

Another reason could be that the resident may have lost his or her Enrolment ID or Unique ID.

Post-enrolment and subject to passing the de-duplication test, it generally takes up to 40 days from the receipt of enrolment packet by UIDAI from the Enrolment Agency to generate Aadhaar in the system. It takes about 90 days from the day of receipt of enrolment packet by UIDAI's CIDR to deliver the same to the communication address.

After an Aadhaar letter has been printed, it is sent across to the communication address by India Post. However, it has been observed that either some of the letters have been lost in transit or the residents have moved from the address.

Let us look at some possible failure scenarios and the recommended solutions for them.

214–
215.**Tell:**

When the Enrolment ID or EID is the only information available with the resident, the resident can visit the website shown on the screen. Here, he or she can enter the EID number, a registered or unregistered mobile number to receive One Time Pin or OTP and download a PDF of the Aadhaar letter, also known as e-Aadhaar.

UIDAI has launched a third party e-Aadhaar printing facility, where an agency or service provider can sign a Non-Disclosure Agreement (NDA) with UIDAI and create multiple user logins. This can be used to download e-Aadhaar without the OTP number. For example, all LPG dealers in the country have been given such logins that allow them to print e-Aadhaar for any resident.

A resident can send SMS on 51969. He can type UID STATUS < 14-digit EID > OR UID STATUS < 28-digit EID > to request Aadhaar on mobile.

A resident can also get e-Aadhaar printed from a Permanent Enrolment Centre (PEC).

A resident can get Aadhaar on his or her registered mobile by visiting website shown on the screen. This link requires just the EID number, registered mobile number and OTP.

A resident can also opt to call the toll-free number shown on the screen to get his or her Aadhaar after answering some security questions asked by a customer care executive. A resident can also do email correspondence on the address shown on the screen.

Let us now learn about the process when the resident knows the UID number but the letter is either not available or is lost.



216.

Tell:

1. A resident can visit the website shown on the screen. <https://eaadhaar.uidai.gov.in/>. Here, he or she can enter Aadhaar, give a registered or unregistered mobile number to receive One Time Pin or OTP and download a PDF of Aadhaar letter, also known as e-Aadhaar.
2. UIDAI has also launched a third party e-Aadhaar printing facility, where an agency or service provider can sign an NDA with UIDAI and create multiple user logins. These logins can be used to download e-Aadhaar without the OTP number.
3. A resident can also send SMS on 51969 (type UID EAADHAAR < Aadhaar > < email Id > < PIN code >) to request e-Aadhaar to be received on a particular email address.

Finally, let us look at a situation where the resident has lost his or her EID number and or Aadhaar.

217–
218.**Tell:**

A resident can visit the website shown on the screen. A resident will be required to give his or her name in English language only, with exact spelling as was given at the time of enrolment with either his or her registered mobile number or email ID. The registered

mobile number or email ID shall receive the OTP to retrieve the Aadhaar or status of EID.

A resident can also opt to call the toll-free number shown on the screen to get his or her Aadhaar after answering some security questions asked by a customer care executive. A resident can also do email correspondence on the address shown on the screen.

Some enrolment centres work online with UIDAI data centre. A resident can visit such centres, give his or her name and fingerprint impression. The machine searches the database and returns with the status of EID or the UID or Aadhaar.

Alternatively, a resident can visit the nearest Regional Office of UIDAI. UIDAI has some helpdesks at each RO. Executives there will be glad to help aggrieved residents.

Key Learning Outcomes



219. Tell:

Let us now quickly recap the key points of the session.

You can help the resident retrieve the Aadhaar in cases, such as:

- When Enrolment ID or EID is only available,

- When UID or Aadhaar is known, but the letter is lost or unavailable and

- When EID and/or UID or Aadhaar is lost.